


## Fraud advice

**NEVER** - Provide bank account information, send money to or receive money from someone you've never met. Don't give away your bank cards or PIN's no matter how convinced or scared you might feel.

The Police, Banks & HMRC will **NEVER** call you and ask you to transfer money, withdraw cash or purchase goods. Hang up!



### Telephone:

- **Telephone Preference Service (TPS):** Free opt-out service for individuals who do not want to receive unsolicited calls. Tel: **0845 070 0707** or visit: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)
- **True Caller:** For smartphones you can download the **True Caller**  app from any app store. Regularly update to significantly reduce nuisance calls.
- **Call Blocker phones:** BT 4600 Cordless Nuisance Call Blocker phone is an example of what nuisance call blocking aids are available.
- **Make your phone number ex-directory:** To avoid having your phone number listed on websites, you need to contact your provider to have your number made ex-directory. This means your number won't appear in local telephone directories.
- **iTunes Scams:** **NO** legitimate debt can be paid in iTunes vouchers – Hang-up on that call.



### Romance:

Hang up, ensure the line is disconnected & call the company back on a genuine number.

A money mule is a person who transfers money acquired illegally, through a courier service or electronically, on behalf of others. This is money laundering.

When dating online, beware of:

- **The Sob Story:** Someone telling you how much they want to visit, but need money to pay for tickets / visas, medical expenses for ill family members, or for discharge fees from their job. Fraudsters will often pose as someone working either in the military or on an oil rig.
- **Repayment:** Any reference to gold/diamonds as a repayment, allowing you to check a pretend bank online to show you a fake balance. Don't become a money mule.
- **Don't let time cloud your judgment:** Fraudsters use time to play fake stories on you, make you believe the relationship is real & gain your trust all to financially exploit you. Even if this is years down the line.
- **Declarations of love:** This can be within a matter of weeks, days or hours, so be cautious!
- **Use only reputable dating sites and their own messaging service:** Ensure sites are part of the **Online Dating Association** (ODA). Fraudsters want to quickly switch to social media or texting to avoid the sites scam protection from detecting their grooming tactics and to hide their requests for money.

Update social media privacy settings & use strong passwords. Watch how much you share on social media.

Be wary of excuses why the person can't video call or speak on the telephone.

If you think you've been a victim of fraud, please report this to Action Fraud.



Visit: [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

Tel: 0300 123 2040

## Services

**Get Safe Online:** <https://www.getsafeonline.org>

**Think Jessica:** Protects elderly & vulnerable people from scams. Email: [advice@thinkjessica.com](mailto:advice@thinkjessica.com) or visit <http://www.thinkjessica.com>.

**Mailing Preference Service (MPS):** To help prevent unsolicited post & it's free to register. Tel: **0845 703 4599** or visit: [www.mpsonline.org.uk](http://www.mpsonline.org.uk)

**Royal Mail:** Report scam mail by posting directly to **FREEPOST SCAM MAIL**, or Tel: **0345 611 3413** or Email: [scam.mail@royalmail.com](mailto:scam.mail@royalmail.com)

**Catch 22 - Nottinghamshire Victim Care:** When affected by fraud/crime & feel you require further support, visit: [www.nottsvictimcare.org.uk](http://www.nottsvictimcare.org.uk) or Tel: **0800 304 7575** or **0115 934 2605** or email: [admin@nottsvictimcare.org.uk](mailto:admin@nottsvictimcare.org.uk)

**Age UK:** Tel: **0800 169 65 65**. Visit [www.ageuk.org.uk](http://www.ageuk.org.uk)

**Money Advice Service:** Tel: **0300 500 5000** or [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

**Citizens Advice:** Free general support, advice & guidance. Call **0344 411 1444** or visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)


**CIFAS:** Is a non-profit membership association, a dedicated Fraud Prevention Service within the UK & is used by most banks / insurance / credit / loan / finance companies.

Call **0330 100 0180** to be added to **CIFAS** (this will cost £20.00). For more information visit <http://www.cifas.org.uk>

For more fraud tips & scam alerts, follow:

 @NottsFraudCops

 @NottsPolice

 Nottinghamshire Police



Please share with family & loved ones to help protect them!