

Call 159 to
Check with your bank

Alert 2.13

29 September 2021

Bromley Trading Standards is promoting the new phone number which connects consumers directly to their bank to check calls are genuine. **159** is a pilot scheme set up by banks and telephone companies who want to fight fraud.

If you think someone is trying to trick you into handing over money or your personal details ...

Stop! | **Hang up** | **Call 159** to speak directly to your bank

- use a different phone if you can or wait a good while or call a friend,
to ensure the phone line is clear

When calling 159, you'll be taken through an option menu in which each bank that has signed up to the service is read aloud. Customers are then able to use their telephone keypad to be put through to their bank.

For those who bank with firms not yet involved in the 159 pilot - you should continue to contact your bank by using the number on the back of your bank card.

When to call 159:

- ✓ Someone calls you saying they are from your bank – *even if they are not suspicious.*
- ✓ You receive a call asking you to transfer money or make a payment – *even if it seems genuine*
- ✓ You receive a call about a financial matter and it seems suspicious.

159 will **never** call you. Only a fraudster will object to you calling 159

For more information visit:

- [159 — Stop Scams UK](#)
- [Need to call your bank? Many can now dial 159 for safety \(moneysavingexpert.com\)](#)
- the website for your bank or building society and search 'scams'

If you think you have given your financial information to a scammer:

- **Contact** your bank as soon as possible – use a trusted number from a statement, your bank card or your banks website - *Contact Us*
- **Tell** someone you trust so they can help you to get the help you need
- **Call** Citizens Advice for advice and guidance **0808 223 1133**
- **Report** to Action Fraud on 0300 123 2040 or www.actionfraud.police.uk

Suspicious emails: report to the Suspicious Email Reporting Service by forwarding the email to - report@phishing.gov.uk

Suspicious text messages: forward to your service provider on **7726**.

Please share with family, friends, neighbours, colleagues & clients
Read it. Share it. Prevent it

REPORT

Protect others by reporting incidents.

Report to Action Fraud on 0300 123 2040 or www.actionfraud.police.uk

If you have given out your bank details, contact your bank as soon as possible.

You can also visit www.Bromley.gov.uk/scams