

Unexpected phone calls Is it really your bank or Police calling?

Alert 4.10

27 June 2022

Bromley Trading Standards is again warning about unexpected telephone calls where the caller, **falsely**, claims to be from the Police or your bank, investigating fraudulent activity on your account.

As a variation, **after the call someone will visit your home to collect your bank card**. It is often referred to as 'Courier Fraud' - [Courier fraud | Action Fraud](#)

If you receive this type of phone call:

> **HANG UP immediately – before** the fraudster can persuade you that your money is at risk.

➤ Leave it a good while (or better still use another phone) and **call your bank on 159** to check your account is secure.

Staying on the line exposes you to the risk of revealing your PIN, let alone giving your bank card, to fraudsters. Genuine callers will never ask for your PIN.

Whilst you may think it's obvious, **many** people do get caught and the aftereffects can be devastating.

We politely ask: Do us a favour... please tell a neighbour... or an elderly relative, a friend, customer or client.

Report – protect others by reporting incidents

- < Call 159 to speak directly to your bank [159 — Stop Scams UK](#)
- < Report scams to Action Fraud on 0300 123 2040 or www.actionfraud.police.uk
- < Contact Citizens Advice for help and advice about scams on **0808 223 1133**
- < You can also visit www.Bromley.gov.uk/scams