



## Keep your money safe

### Surrey and Sussex Police Fraud Newsletter November 2019

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Each month we see many incidents of fraudsters targeting our residents in an attempt to defraud them. We're working hard to prevent this and support vulnerable victims of fraud or scams. By following our tips and encouraging family, friends and colleagues to do so too, you can reduce the risk of becoming a victim.

**Detective Chief Inspector Andy Richardson, Surrey & Sussex Police  
Economic Crime Unit.**

#### Fraudsters target public with Amazon Prime subscription scam



Action Fraud has received hundreds of reports of a scam where victims receive an automated call claiming their details have been fraudulently used to subscribe to Amazon Prime. The recipient of the call is told they can cancel the transaction by pressing 1.

When they do this, they are connected to criminals posing as Amazon customer service representatives who remotely access their computer and steal their personal and financial details.

#### Action Fraud has shared these tips:

- Never install any software as a result of a cold call
- Always question uninvited approaches by contacting the company directly using a known phone number
- Have the confidence to refuse unusual requests for personal or financial information. It's okay to stop a discussion if you don't feel in control of it.

#### Black Friday is fast approaching!

Love it or hate it, there's no denying the unstoppable force of Black Friday and Cyber Monday. What started off as an American tradition has now become the highlight of every British bargain hunter's calendar. Whether you're brave enough to hit the high street, or prefer to shop online from the comfort of your own sofa, remember to protect yourself.

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## Here are our top tips for safer online shopping:

- If something seems too much of a bargain, it's probably poor quality, fake or doesn't exist.
- Never click on unsolicited emails or text messages. Criminals can use the technology to make emails or texts look like they come from a legitimate business or organisation.
- Use methods like PayPal when buying on auction sites; never transfer money to someone you don't know.
- Secure Wi-Fi is vital for your privacy. Check that the network you're using is secure before you make any financial transactions.
- Create strong passwords that are unique for each account you have. A good way to create a strong and memorable password is to use three random words.

## Surrey Snapchat scam



A 17 year old from West Surrey received a message via Snapchat promising her a way to make lots of money quickly. The message said she needed a Monzo or N26 bank account, and when she enquired she was asked to meet a man, bringing her Monzo card and PIN. The victim met this man, handed over her card and PIN and was told he'd get back to her with the results of her investment.

She hasn't heard anything and has been blocked by the Snapchat user who made initial contact, leaving her with no idea who they are and no way of getting the money back.

Please ensure young people in your lives know how to protect yourself from these investment scams.

- Be wary - Authorised investment firms and reputable brokers won't conduct business on social media. If an investor promises you 400-500% guaranteed profits in a matter of hours it's most definitely a scam! ...If it sounds too good to be true, it will be.
- Do your research - check if the firm is authorised by the Financial Conduct Authority (FCA) and use their Warning List on potential investment opportunities.
- **Never share your PIN** with anybody, no matter who they say they are.

If you, or someone you know has been a victim of an investment scam report it to your bank immediately and Action Fraud. If you've been scammed by a firm (as opposed to a person on social media) you can also report what happened to the FCA.

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## How you can help us

If you or someone you know is vulnerable and has been a victim of fraud call:

Surrey Police on 101 or visit [www.surrey.police.uk](http://www.surrey.police.uk)

Sussex Police on 101 or visit [www.sussex.police.uk](http://www.sussex.police.uk)

Report fraud or attempted fraud, by contacting Action Fraud at  
[http://www.actionfraud.police.uk/report\\_fraud](http://www.actionfraud.police.uk/report_fraud) or call 0300 123 2040