



Impersonation scams/courier fraud

We ask for residents to continue to be vigilant of the scam in which residents are contacted by telephone by fraudsters posing as their bank, Action Fraud or police, the fraudster gives a storyline such as claiming the victim's money isn't safe in their bank account etc.

The fraudster creates a sense of urgency and fear and the calls can span over several days with victims by pretending to be official representatives. Victims are then asked to carry out requests such as withdrawing cash from their bank/building society, handing over bank cards and PIN numbers or purchasing high value items, which are then collected by a person/courier or asked to send to an address.

A legitimate caller will never ask you to transfer or withdraw money or share your account information. If you receive a call like this – it is a scam, please hang up on any similar calls and do not give any information.

If you have received what you believe to be a scam call wait at least 5-10 minutes for the line to clear before making a call or phone someone you know to clear the line, or use a different phone.

If you have concerns about fraud on your bank/building society account please phone 159 to reach your bank's fraud department directly.

Please then also report to Action Fraud at actionfraud.police.uk or by calling 0300 123 2040 and contact Devon & Cornwall Police on 101 or via the website.

Please pass this information on and consider displaying this information on noticeboards etc.

Thank you.