



HERTFORDSHIRE

CONSTABULARY

Operation Policy – Phone Fraud

Briefing for carers

What is the crime?

Operation Policy is the investigation into the fraudulent phone calls where offenders call elderly and vulnerable people, pretend to be a police officer and request bank details and bank cards. In some cases victims are being told to withdraw large sums of money.

During the phone call, the offender tells the resident they are investigating a fraud on their bank account and have arrested two people.

The offender asks for account information, including card numbers, security number and pin number. Sometimes the offenders will ask victims to 'key in' their PIN number into the phone – the number is then captured by the offenders.

A 'courier' or taxi is sent to the house to pick up cash or the victim's card which is then used to obtain money.

In some cases, victims have had thousands of pounds removed from their account.

What advice do police give?

The advice is very clear:

- Police officers would NEVER ask anyone to reveal their personal bank account details, including PIN numbers.
- Police officers NEVER ask someone to withdraw money.
- Do not part with any information over the phone.

How can carers help?

Awareness of this crime is the main way to prevent incidents.

- When you visit your clients ask them if they have had any callers and determine if any of these could have been suspicious.
- Be aware of people calling your client, asking for their bank information, whilst you are there.
- Remind them about the crime prevention advice above in a reassuring way.

What to do if you have concerns for someone or think they could be a victim?

Contact police on the Hertfordshire Constabulary non-emergency number 101. Always dial 999 in an emergency.