



North Yorkshire Police Fraud Newsletter - July 2021

Hello and welcome to July's monthly fraud update newsletter for North Yorkshire.

This month we particularly want to **highlight two frauds** we've talked about before which continue to be absolutely rife in North Yorkshire and hope you can help us spread the message far and wide to prevent more people falling victim.

Number Spoofing

We're seeing more and more fraudsters using technology which enables them to appear to be calling from a known phone number. For example, fraudsters may call victims from a phone number which appears as the same number your bank may call you from.

This clearly adds a layer of legitimacy to their scams but we want to underline the fact that you cannot trust the number displayed on your phone is actually the number the caller is using.

The police or your bank will NEVER ring and advise you to move or withdraw money so if you receive a call like this, you can be certain it is a scam.

The only way to verify if a caller is who they say they are is:

- Hang up the phone
- Dial a number of a friend or family member and check that it connects to them – sometimes fraudsters can 'hold' your phone line and will still be on the line if you make another call after speaking to them.
- Only once you have checked the fraudsters are not still on the line, then find the phone number for the organisation who claimed to have called you

before. E.g. your bank's customer service number on their website or dial 101 to speak to the police. They will be able to verify if the call you received was genuine.

Delivery text message scam

Another scam which is plaguing people across North Yorkshire is the delivery text message scam. You receive a text or email from Royal Mail, DPD, Yodel, or another courier telling you that you have a parcel waiting to be delivered but that there is a charge to pay before you can receive it.

The message asks the recipient to follow a link to input their details and pay the fee. This is a scam and simply a way for fraudsters to access your bank details. If you receive a message like this, delete it immediately. This type of fraud is often followed up by a telephone call from the fraudsters claiming to be your bank asking if you have answered a text from Royal mail, DPD etc (which you have) and then telling you to move your money to a safe account i.e. the fraudsters account.

Remember: THE BANK OR POLICE WILL NEVER ASK YOU TO MOVE MONEY!

Emergency monitor programme scam

One of our fraud-savvy community members alerted us to this scam whereby they received a call from an individual offering to install kit to report fire, medical or doorstep crime and which would automatically contact the police. The individual who received this didn't think it seemed right and after making some checks, realised it was a scam – cancelling the follow-up appointment they had made with the caller.

A great example of trusting your instincts!

This month, learn how to: protect yourself from cold callers and rogue traders.

We often see spates of cold calling in a particular area with individuals selling household items or simply asking for donations of money, claiming to be recently released from prison or undertaking an apprenticeship.

Cold calling or door-to-door selling is not an offence itself and there are many legitimate individuals who conduct business in this way but must have a 'Pedlar's Licence' which is acquired from the local police force.

Here's our top tips to keep safe:

- Whether someone has a licence or not, remember you never have to open your door to them.
- Consider installing a door chain or peephole so that you can safely see who is outside, without having to open your door.
- If the behaviour of a doorstep caller ever makes you feel pressured or uncomfortable, ask them to leave and shut the door.
- If you're approached in your garden, politely tell the individual that you are not interested and would like them to leave.
- If someone comes round offering to do work to your home, never pay any money or sign up to anything without first discussing it with a trusted family member or friend.
- If you are looking to get work done on your home, there are a number of ways to find trusted tradespeople. Citizen's Advice have plenty of guidance on this at their website: Find a trader and check you can trust them - Citizens Advice
- You can report suspicious doorstep sellers to the police by calling 101 or to Trading Standards.

Ways to get involved

If you are organising an event and would like our police volunteers to attend to give fraud prevention advice and materials, please email Andy Fox on andy.fox@northyorkshire.police.uk

Can you share our safety posters? You can download them from our website here: <https://northyorkshire.police.uk/staying-safe/fraud/22887-2/> or email carys.samuel@northyorkshire.police.uk if you need printed copies.

If your community organisation or group would like to arrange a virtual fraud prevention talk then email our Financial Abuse Safeguarding Officer, Andy Fox on andy.fox@northyorkshire.police.uk and he will be happy to help.

If you know anyone who would like to be added to our distribution list please email: carys.samuel@northyorkshire.police.uk

As always, if you need to report a crime or scam please call 101 or 999 if it is an emergency.

Message Sent By

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