Suffolk Against Fraud

A Police & Trading Standards Partnership



Criminals Impersonating Police Officers

Members are asked to be aware of an ongoing fraud tactic involving criminals impersonating police officers over the telephone.

Victims receive a call from someone claiming to be a police officer. The caller may state that they have arrested a suspect and discovered the victim's bank cards, banking details, or personal information in the suspect's possession. The criminal then claims the victim's money is at risk and advises them to transfer funds into a "safe" account for protection.

In reality, the so-called safe account is controlled by the criminal, and any money transferred is likely to be lost.

To make the scam appear more convincing, victims are often encouraged to visit or contact their local police station to verify the information. Criminals rely on the fact that some individuals will not take this extra step and will instead be reassured by the offer, believing the call to be genuine.

Recent reports indicate that callers may appear to be using legitimate police telephone numbers. This is achieved through a technique known as **number spoofing**, where criminals manipulate the number displayed on a recipient's phone to make it appear as though the call is coming from a trusted organisation. In many cases, the caller may be operating from outside the UK using internet-based calling services.

Remember:

- Police officers will never ask you to transfer money to a safe account.
- Police will never request your PIN, online banking passwords, or ask you to withdraw cash for security reasons.
- Never feel pressured into making immediate financial decisions during a phone call.
- If you receive a suspicious call, hang up and use a different phone line if possible, or wait at least 10 minutes before calling back.
- Contact your bank using the number on the back of your card or the police on 101 directly to verify any claims.



If you have been a victim of any type of fraud, then contact your Bank immediately, which you can do by calling 159 and reporting to Report Fraud at www.reportfraud.police.uk or call **0300 123 2040**.

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Report crime online – **suffolk.police.uk/report**
To get in touch directly with the SAF team - **saf@suffolk.gov.uk**
To report fraud or suspected scams to Report Fraud - **www.reportfraud.police.uk**
To report fraud or suspected scams to Citizens Advice - **www.citizensadvice.org.uk/consumer/scams/reporting-a-scam/**
In an emergency, always call **999**

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Further Police Impersonation Scam

Suffolk residents are being warned about fraudulent emails claiming to be from UK police forces, including the Metropolitan Police. Criminals are sending convincing emails stating that a police investigation has been opened against the recipient and urging them to respond urgently.

These emails may include police logos, reference numbers and the name of a supposed investigating officer to make them appear genuine. The aim is to create fear and pressure victims into providing personal information or engaging with the sender. Therefore, it is very likely, that we will, if not already see similar emails targeting Suffolk residents.

Protect Yourself

- Do not reply to the email.
- Do not click on links or open attachments.
- Never provide personal, financial or banking information.
- Verify any police contact independently using official contact details (ringing 101).
- Be wary of messages designed to create urgency, fear or panic.

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Remember

Police will not ask you to provide banking details, passwords or transfer money in response to an email. If you receive a suspicious message, report it and verify any contact directly with the relevant police force. Suspicious emails can be forwarded to report@phishing.gov.uk

If you have been a victim of any type of scam, then contact your Bank immediately, which you can do by calling 159 and reporting to Report Fraud at www.reportfraud.police.uk or call **0300 123 2040**.



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Beware of Bogus Charity Collectors

We're reminding residents to remain vigilant when making charitable donations, particularly when approached by individuals collecting money in public places. Criminals may falsely claim to be collecting on behalf of well-known charities, using trusted names and causes to encourage donations. In some cases, individuals may not be authorised to collect funds and any money donated may not reach the intended charity. While many charity collections are genuine, it is important to take a moment to verify that a collector is legitimate before making a donation.

Protect Yourself

- Ask to see official identification and proof of authorisation to collect on behalf of the charity.
- Look for official charity branding, collection permits, and registration details.
- Be cautious if a collector cannot provide evidence that they are authorised to fundraise.
- Consider donating directly through the charity's official website or recognised fundraising channels.
- Never feel pressured into making an immediate donation.

Warning Signs

- The collector is unable or unwilling to provide identification.
- They become defensive when questioned.
- The collection appears informal or lacks official branding.
- They ask for cash only and cannot provide information about the charity.

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By taking a few moments to verify who you are donating to, you can help ensure your generosity reaches the causes that need it most and prevent criminals from exploiting charitable giving.

If you have been a victim of any type of scam, then contact your Bank immediately, which you can do by calling 159 and reporting to Report Fraud at www.reportfraud.police.uk or call **0300 123 2040**.



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