

# Courier fraud alert



## Courier Fraud

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Courier fraud is when criminals call people impersonating banks or the police in order to convince them to hand over their cash, bank cards, or high value items, to a courier that's been sent to their home. Recent reporting to Action Fraud has highlighted that an increasingly popular tactic is for criminals to instruct the unsuspecting victim to purchase high value items such as gold coins and gold bullion. In the last three months, Action Fraud has received 13 reports relating to this particular M.O, with losses totalling almost £419,000.

## What you need to do

- Your bank or the police will never call you to ask you to verify your personal details or PIN by phone or offer to pick up your card by courier. Hang up, wait a few minutes and call your bank on a number you know to be genuine, such as the one on the back of your card
- Your bank or the police will not contact you out of the blue to participate in an investigation in which you need to withdraw money from your bank or to purchase high value goods, such as gold bullion.
- Your bank will never send a courier to your home to collect your card, PIN, or other valuables, therefore any requests to do so are a scam

For more information about how to protect yourself online, visit  
[www.cyberaware.gov.uk](http://www.cyberaware.gov.uk) and [takefive-stopfraud.org.uk](http://takefive-stopfraud.org.uk)

Every Report Matters

If you have been a victim of fraud or cyber crime, report it to us at [Actionfraud.police.uk](http://Actionfraud.police.uk), or by calling 0300 123 2040.