



POLICE
SCOTLAND
Keeping people safe

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Shut Out Scammers

- Its never easy to spot a bogus caller (Doorstep Crime, Bank or Computer Fraud)
- Be wary of cold callers at the door on the phone or contacted by e-mail, scammers can appear very legitimate
- Anyone can be a victim of household scams



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Phone Scams / Computer Scams

Romance Fraud

Safe Account

Investment Fraud

Computer Scam (Survey Monkey)

Facebook (Lottery Wins)

Itunes/ AMAZON (HMRC / DWP)



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Protective Measures

- # Shut Out Scammers (Community Engagement)
- Doorstep Crime
- PIE
- CVS, Local Authority, NHS, MECS, Post Office, First Bus, Sensory Centre, Alzheimers (Scotland), Central Carers, Bingo Halls, Supermarkets, Shopping Centres, Home Care Providers.



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Banking Protocol

Became “live” 5th March, 2018

Financial Establishments, Trading Standards, Law Enforcement

Banking Staff Daily Business

787 / 56 (7.5 %)

Q1: 8

Q2: 13 (Highest)

Q3: 15

Q4: 20 (Highest)

Estimated savings Scotland wide £ million



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Forth Valley Financial Harm Group

- Group Members: CVS, Police, Local Authority, Trading Standards, Financial Establishments, Adult Support and Protection.
- Ruralwatch
- Process / Crime Returns / Template
- Examples
- Staff involved and means of receipt
- Service Users



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Shut Out Scammers

Thank You

Questions ?

Shut Out Scammers

Doorstep crime is the name given to crimes carried out by bogus callers and rogue traders who call uninvited at people's homes under the guise of legitimate business or trade. The phrase 'doorstep crime' includes distraction theft/bogus callers and rogue traders.

There are two main types:

- Bogus callers who try to get into vulnerable adults homes or obtain personal details by pretending to be someone they're not intending to steal cash or valuables
- Rogue Traders who usually cold call at homes and over charge for unnecessary work, damage property deliberately and use intimidating behaviour to extort money



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Shut Out Scammers

What does a bogus caller look like and how do they dress ?

What will a bogus caller say to you when attending at your home ?

In reality what is happening to you ?

Would you feel comfortable about speaking to your family / friends or the Police if you were the victim of bogus caller activity ?



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Shut Out Scammers

What actions can YOU take to prevent yourself from possibly becoming a victim of the crime ?

Lock: Keep front and back doors locked

Stop: Don't open the door until you have checked through a window or door viewer

Chain: If you have it, use it ?

Check: Only let callers in if they have an appointment and you have confirmed they are genuine.

Always ask for I.D.

Call the published number from the internet or phone directory. Do not use a telephone number provided by the caller



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Phone and Computer Scams

Be careful with your data.

Register with Telephone Preference Scheme (TPS)

Consider a Call Blocker

BT Call guardian

Ps: Other call blockers are available.



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Phone and Computer Scams

- If you receive a nuisance call, do not engage, hang up ?
- Confirmation Calls ?