

# PROTECT YOURSELF AND YOUR MONEY

Talk to us about how we  
can help you stay safe.



**NORWICH & PETERBOROUGH  
BUILDING SOCIETY**



# LET'S FIGHT FRAUD

Fraudsters are getting more and more creative, and building societies and banks have recently seen an increase in the number of customers targeted with financial scams by fraudsters.

Read on to find out more about the most common types of fraud scams, and what you can do to protect yourself and your money or visit [nandp.co.uk/scams](https://nandp.co.uk/scams) for more information.



## TELEPHONE 'VISHING'

### The scam:

A fraudster calls claiming to be from a bank/building society, the police, utility company or IT company and informs the victim there's a problem with their account or computer.

### How it works:

The victim is advised that to protect their money, they need to do one of the following:

- transfer money to another account and provides the fraudsters with bank details for a 'safe' account that has been opened for them
- give their card and PIN number to a courier who will come to their home to collect it
- allow the fraudsters remote access to the computer to log onto their Internet Banking
- Provide details of their debit/credit card so a refund/payment can be made.

In all of these cases the actions of the victim allow the fraudster access to their money.

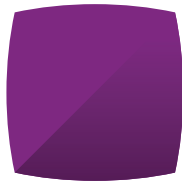
## PHISHING

### The scam:

Emails are sent with links to fake websites encouraging people into entering personal, login/card details, or account information.

### How it works:

Victims may also run the risk of their computer or smartphone being infected by viruses. Once details are entered, criminals then record this information and use it to commit identity theft and bank fraud.



## SMISHING

### **The scam:**

This is when fraudsters obtain personal details of a victim by SMS text messages.

### **How it works:**

SMS phishing uses text messages to convince people to divulge their personal information (full debit card or bank account details). Fraudsters can go on to use this personal information to commit fraud.

## ROMANCE

### **The scam:**

Victims think they've met their perfect partner online, when in reality they are fraudsters.

### **How it works:**

Once the fraudster is confident they've gained the victim's trust, they will tell them about an emotive problem they are experiencing, or a wish to visit the victim, and ask them for money to help. When the victim sends money, the fraudster will often come back with reasons to send them even more money.

## BOGUS TRADESMEN

### **The scam:**

A salesman uses clever tactics to pressurise you into buying something you don't want or something that's poor value for money on your doorstep.

### **How it works:**

Bogus tradesmen promote goods or services that are never delivered to you or are of a very poor quality. They can often convince victims they need work done that isn't needed or may bill them for work that they didn't agree to.

## ADVANCE FEES

### The scam:

Advance fee scams are when fraudsters target victims to make advance or upfront payments for goods, services and/or financial gains that do not materialise.

### How it works:

The victim applies for a loan and is advised they must pay a 'fee' in advance of the loan money being sent or the victim is advised they have won the lottery or a prize but must pay a 'fee' in advance of receiving this. The victim either sends money direct to the fraudster's account or is advised to purchase 'gift cards' and contact the fraudster with the code numbers. In all instances the victim never receives their money or prize.

## MORTGAGES

### The scam:

Fraudsters hack into the email chains between house buyers and their solicitors to divert money that was supposed to be used to purchase a house.

### How it works:

The fraudster, posing as the house buyer's solicitor, sends an email to the house buyer notifying them their bank account details have changed. The house buyers sends their money to the new bank account which has been set up by the fraudster, rather than their solicitor's genuine bank account.

## FAKE WEBSITES

### The scam:

Fraudsters set up fake websites or adverts offering holidays or other goods for sale at an incredibly cheap rate.

### How it works:

The victim views the website or advert, which has pictures of the holiday accommodation or goods that don't actually exist. The victim communicates with fraudsters and purchases the holiday/goods. They are requested to send the money by bank transfer, Moneywise or Western Union rather than paying by debit/credit card or PayPal.

# PROTECTING YOURSELF

- 1** Be cautious if someone contacts you unexpectedly, by email, phone or text, to confirm personal or financial details, even if you have an account with that organisation. If you doubt the call is genuine, then arrange to call back using a central switchboard number that you have independently obtained
- 2** Always remember that a building society or bank will never ask you for your PIN, whole card number or password over the phone, via email or text
- 3** Never pay fees or give your personal details/ financial information to collect a prize or competition winnings - you cannot win a prize in a competition that you have not entered
- 4** Never hand over your card and PIN to a courier who is claiming to act on behalf of anyone e.g your building society, bank, police or card scheme provider
- 5** Never let someone use your account to deposit funds on behalf of a third party. Often these funds are the proceeds of criminal activity and you could be held responsible for money laundering. Only ever send money to a person who you know and trust
- 6** Check your statements/passbooks regularly and if you see an entry is wrong, tell us straight away
- 7** Be wary of personal information that is available across your social media accounts. eg. date of birth, home address or bank details.

## SECURING YOUR ONLINE TRANSACTIONS

It's important that you protect yourself on the internet and make sure your systems are secure by installing anti-virus software and updating it regularly.

Trusteer Rapport is free software which you can download from our website ([nandp.co.uk/scams](http://nandp.co.uk/scams)). It provides you with added security when you log in to our website to access your online accounts.

# CONTACT US IMMEDIATELY IF YOU ARE CONCERNED THAT:

- You may have disclosed any confidential information to an unknown third party
- You believe a transaction on your account is fraudulent
- You are a victim of identity theft
- You have any concerns about security

Call us on 0345 300 2541.

## USEFUL CONTACTS

To find out more about the latest fraud scams and how to avoid them, visit:

**takefive-stopfraud.org.uk** – a national campaign by Financial Fraud Action

**scamsmart.fca.org.uk** – the Financial Conduct Authority's (FCA) scam smart website

**getsafeonline.org** – free online safety advice

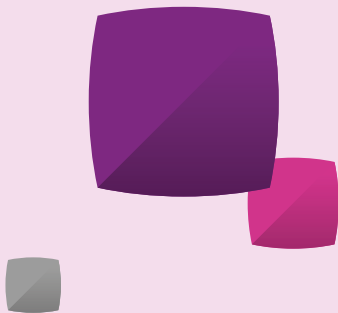
**friendsagainstscams.org.uk** – encouraging communities to take action against scams

**cyberaware.gov.uk** – a Home Office campaign to help protect businesses and individuals against cyber criminals

**actionfraud.police.uk** – the UK's national fraud and cyber crime reporting centre.

**content.met.police.uk/Site/fraudalert** – the Metropolitan Police website.

**fca.org.uk/consumers/scams** – regulators of all providers of financial services in the UK.





## TO FIND OUT MORE ABOUT FRAUD SCAMS, VISIT:

 [NANDP.CO.UK/SCAMS](https://www.nandp.co.uk/scams)

Our printed material is available in alternative formats e.g. large print, Braille or audio.

Please visit us in branch or call us on **0345 300 2511**.

All communications with us may be monitored/recorded to improve the quality of our service and for your protection and security.

Calls to 03 numbers are charged at the same standard network rate as 01 or 02 landline numbers, even when calling from a mobile.

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