



COURIER FRAUD ALERT

Increase in Courier Fraud – Protect Yourself and Others

We are seeing a **recent increase in courier fraud offences**. Locations being targeted yesterday were Ashford, Sevenoaks, Folkestone, Margate, Chatham, Gillingham and Canterbury. The incidents mainly involved offenders impersonating police officers.

In several recent cases, victims have received calls claiming:

- Someone has been **arrested using their bank cards**
- **A family member is in custody**
- They must assist with a **police investigation**
- They need to **withdraw cash, purchase foreign currency, jewellery or provide bank details**
- **A courier will attend to collect money or items or ask you to send it to an address.**

What is Courier Fraud?

Courier fraud occurs when criminals contact you by phone pretending to be trusted authorities (such as police or bank staff) and convince you into handing over money, bank cards or valuables to a courier.

They often create urgency and confusion to stop victims from verifying the request.

ABC Messaging – Stop! Think Fraud

Please continue to share the **ABC message**:

◆ **A – ASSUME NOTHING**

Don't assume a caller is genuine, even if they know your details.

◆ **B – BELIEVE NO ONE**

Criminals can fake caller ID to look like police or bank numbers.

◆ C – CONFIRM EVERYTHING

Hang up. Use a different phone. Call **101** to check if the call was real.

Verify using a trusted number:

- Call your bank on **159**
- Contact police using **101** or **999 in an emergency**

Protect Advice

-  **Police and banks will NEVER:**
 - Ask for your **PIN or full banking details**
 - Ask you to **withdraw cash or buy items for an investigation**
 - Send a **courier to collect money, cards, or valuables** or ask you to send these to an address.
-  **Never:**
 - Hand over money, cards, or goods to someone at your door
 - Transfer money to a “safe account”
 - Purchase currency, gold, or vouchers on someone else’s behalf
-  **Always:**
 - Take time to **stop and think**, criminals rely on panic and urgency
 - Speak to a **trusted friend or family member** before acting
 - Use a **different phone or wait before calling back**, as fraudsters may stay on the line

Spot the Signs

- Caller claims to be **police or bank staff**
- You are told **not to tell anyone**
- You are pressured to act **quickly**
- You are asked to **withdraw money or buy items**
- A **courier is arranged to collect**

Reporting Fraud

If you believe you or someone you know has been targeted:

- Report to **Report Fraud:**
 -  <https://www.reportfraud.police.uk>
- Call **999** if a crime is in progress

- Contact your bank immediately via **159**