

## Telephone Scam Alert

Police were called by staff at LLOYDS TSB CROSS STREET BARNSTAPLE reporting that an elderly female had tried to withdraw £8,000 which she told staff she was withdrawing for a friend and she mentioned purchasing a car however she would not pass the staff any further details. This led the staff to invoke their banking protocol as they were concerned this was a scam victim.

Police attended and spoke to the elderly female with the staff from Lloyds TSB, the elderly woman still had the scammer on the phone who attempted to get her to pay them £8,000.

It appears the female had been contacted on her home phone by someone saying they were calling from another police force who convinced her to withdraw the substantial amount of cash and asked to deposit the cash into another account.

This is the third incident in North Devon that police have attended where they have reported an elderly member of the public has been subject of a scam; thankfully bank protocol has helped to stop these incidents before the money was transferred and possibly lost for good.

Police are urging members of the public to make sure that their elderly or vulnerable loved one, neighbour or friend is scam safe.

### **Look out for these five signs of a scam phone call:**

- 1) The caller doesn't give you time to think, tries to stop you speaking to a family member or friend or is insistent and makes you feel uncomfortable.
- 2) The caller asks you to transfer money to a new account for fraud reasons.
- 3) They phone to ask for your 4-digit card PIN or your online banking password. Even if they ask you to give it to them by tapping into the telephone keypad rather than saying the numbers out loud, this is a scam.
- 4) They ask you to withdraw money to hand over to them for safe-keeping.
- 5) They may say that you are a victim of fraud and offer to send a courier to your

home to collect your cash, PIN, payment card or cheque book.

(Taken from the 'Take Five' National Awareness Campaign Website)

**If you think a call is a SCAM :**

Hang up

Use call blocker if you have a system on your phone

Do not enter into conversations or correspondence with them.

**If you think you have been a victim:**

Never suffer in silence

Let your bank know to stop any activity on your account immediately

Ask family or trusted friends to help you

Call the police, 101 non urgent or 999

Report to Action Fraud and Trading standards

**For more information visit :**

[www.thinkiessica.com](http://www.thinkiessica.com)

Police website with lots of information [www.devon-cornwall.police.uk](http://www.devon-cornwall.police.uk)

Action Fraud 0300 123 2040

<https://takefive-stopfraud.org.uk/>

Report loan sharks on 0300 555 2222

Silver line – UK's helpline specially for older vulnerable people available 24hrs a day

0800 470 8090

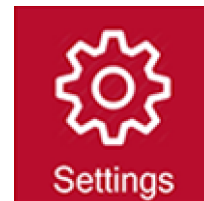
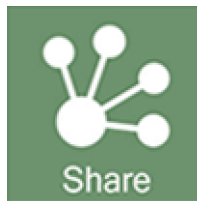
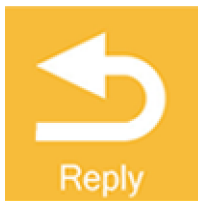
Citizens advice consumer help 03454 040506

**Message Sent By**

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