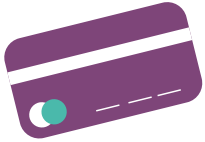


scam

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Bank Scams



Scam calls and text messages, supposedly from your bank, saying there is an issue with your account or asking you to assist with a 'fraud investigation'.

The aim of these messages is to obtain your bank account details or to persuade you to transfer money to a scammer's account.

Common Scams



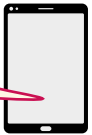
This is your bank's fraud department. Your account has been compromised and you will need to transfer funds to a safe account.

There has been suspicious activity on your bank account and it is temporarily on hold until a verification process is performed. Click on this link to verify the activity...



An unusual payment of £500 has been transferred overseas from your account. Press 1 to speak to an advisor to verify or cancel this transaction.

You have authorised a payment to Joe Bloggs. If this was NOT you, click on this link to update your security details



I work for your bank's security team and we're investigating counterfeit notes being used by some staff. Could you assist us? You'd just need to withdraw £200 in cash, then hand it to a police officer who will visit your house.

Avoid Bank Scams



Your bank will never cold call and ask you to move money to another account

Be suspicious of any unexpected phone call or text message which appears to be from your bank and asks you to act urgently to avoid losing money



Your bank or the police will never call to ask you to verify your personal details or PIN by phone or offer to pick up your card by courier

They 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 for safe keeping



Your bank will never send a courier to your home to collect your card/PIN - any requests to do so are a scam

They will never ask you to withdraw money to hand to a police officer



If you receive a suspicious call supposedly from your bank, hang up, wait a few minutes to clear the line and call your bank on a number you know to be genuine, such as the one on the back of your card

Never give any details to a cold caller, even if they appear to know some of your details already.



Report bank scams

Report all scams to Advice Direct Scotland on 0808 164 6000 or via scamwatch.scot

If you have lost money or are worried that you have given your bank details to scammers, contact your bank and report it to Police Scotland on 101

Find out more:

www.tsscot.co.uk/scamshare

