



STAY ONE STEP AHEAD OF FRAUDSTERS WITH OUR GUIDE

To help keep you and your money safe, we've put together a few tips and some simple steps to help you protect yourself.

Fraudsters are more organised, sophisticated and determined than ever before. And they're constantly developing new ways of defrauding people.

Please read on to see how to help keep you and your money safe.

REMEMBER YOUR ABCS



SOME STEPS YOU CAN TAKE

DON'T ASSUME

Be wary if someone you know sends you a text or WhatsApp message from a new number saying their phone is broken and this is their new number.

The caller ID on your phone is easily spoofed. And just because someone knows some details about you, such as your bank account number, last four digits of your debit or credit card, or your broadband provider, this doesn't mean they're genuine. This information can easily be bought, researched or guessed.

Always speak to the person to check this is genuine.

Take Five – if you weren't expecting the call, tell the caller you'll call them back.

Call back on a number you know, using a different phone if possible.

DON'T BELIEVE

We'll **NEVER** call you to ask you for any codes or online banking details, and we'll **NEVER** ask you to send your money to another account – fraudsters might.

NEVER approve payments you don't know anything about, especially if you're being asked to.

A bank or service provider will **NEVER** call you unexpectedly and ask you to click on a link, enter commands into your phone or download software. This may give the fraudster access to your device or divert your calls to them.

NEVER log in to your online banking at someone else's request.

ALWAYS CONFIRM

If you've been contacted out of the blue, the person might not be who they say they are.

If you're not sure who you're talking to, call them back on a number that you know and trust, using a different phone where possible.

Always check payment details are correct, as emails and messages can be easily faked, and the bank details in them changed to fraudulent accounts. Call the person you're paying on a trusted number to confirm the payment details. And **NEVER** ignore the confirmation of the payee if it doesn't match.

If we do call you unexpectedly, ask the caller for your challenge word. If they can't provide it, don't accept any excuses and **HANG UP** right away.



YOUR CHALLENGE WORD

This is an agreed word or phrase, so you know a call from us is genuine. If you haven't set up your challenge word already, simply contact your banker or speak to **Coutts 24** on **020 7957 2424**. They'll give you a form to complete to set up your challenge word.

Setting up a challenge word acts as an extra layer of protection and helps reduce the chances of falling victim to scams and potential losses.

HOW TO USE IT

If you get an unexpected call from us, you should ask for your challenge word.

CALLER: "Hello, it's Alex calling from Coutts."

YOU: "Hello Alex, just so I know you're from Coutts, could I have my challenge word please?"

CALLER: "I'm sorry, my system isn't working properly today so I can't access it, but I can give you the last four digits of your credit card."

YOU: "I'm sorry, I won't talk to you until you can give me my challenge word."

YOU: HANG UP

TOP TIPS TO DEAL WITH COMMON SCAMS

INVESTING SCAMS

Companies may contact you out of the blue by texting or cold-calling you, or they may send you a brochure offering an amazing investment opportunity.

- Remember that professional-looking websites don't mean the investment is genuine.
- Credible investment firms won't cold call you – something the FCA is working hard to stop.
- Always research the investment being offered and make sure the company behind it is legitimate and not listed on the FCA warning list. If you're not sure, please call your banker or financial adviser before making an investment.
- And remember, if it sounds too good to be true it probably is.

PURCHASE SCAMS

Fraudsters trick people into paying for goods that don't exist. They also use cloned websites with slight changes to the website address to make you think you're using a genuine site.

- If you're using a website for the first time, make sure you research it thoroughly.
- Always stay within the website to make a payment and ignore any discounts offered to you to send the money direct.



LEARN MORE

For more tips and support on how to help keep your money safe, visit our fraud hub at coutts.com/fraud