

# Kent Fraud Alert System



TO STOP FRAUD™

## How we are trying to prevent fraud with the Banks

## Kent Bank staff and Kent police team up to stop £742,259 of fraud in the first half of 2020

- Bank branch staff in Kent, stopped £742,259 of fraud in the first half of 2020 through the Banking Protocol, a scheme that alerts Kent police to suspected scams.
- The scheme has led to 6 arrests in the first 6 months of 2020.
- A range of scams that trick elderly and vulnerable customers into withdrawing cash from their branch have been prevented, including courier scams, romance fraud and rogue traders.
- Customers helped through the initiative are typically aged 65 or above.
- The Banking Protocol scheme is now being expanded to telephone and online banking.

The Banking Protocol is a UK-wide scheme that enables bank branch staff to alert their local police force when they suspect a customer is being scammed. Police will then visit the branch to investigate the suspected fraud and arrest any suspects still on the scene.

The scheme is often used to prevent impersonation scams, in which criminals imitate police or bank staff and convince people to visit their bank and withdraw or transfer large sums of money. These can include courier scams, where those targeted are persuaded to take out a large sum of cash and hand it over to a fraudster posing as a courier. They can also include safe account scams, where the victims are told their money isn't safe in the account it's currently in and needs to be transferred to another account.

### Preventing fraud

Together, let's stop scammers.



#### Remember, ABC:

 never Assume

 never Believe

 always Confirm

Get the latest scam advice:



@KentPoliceECU



**Kent  
Police**

### Contacting Kent Police

Report a non-urgent crime online [www.kent.police.uk/report](http://www.kent.police.uk/report)

Talk to us on LiveChat – available 24/7 [www.kent.police.uk/contact](http://www.kent.police.uk/contact)

In an emergency, if crime is in progress or life is in danger call **999**

If deaf or speech impaired, text 'police' and your message to **60066**

[www.kent.police.uk](http://www.kent.police.uk)   

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The initiative has also been used to prevent romance fraud, in which fraudsters use fake online dating profiles to trick victims into transferring money, and to catch rogue traders who prey on the elderly by demanding cash for unnecessary work on their property.

Branch staff are trained to spot the warning signs that suggest someone may have fallen for one of these scams and make an emergency call to the police. 130 calls have been made to Kent Police in the first six months of this year through the scheme.

Customers helped through the Banking Protocol are typically aged over 65, demonstrating how these scams are often targeted towards the elderly and vulnerable. A great number of vulnerable people have been referred to Kent Police by the banks as possible victims of fraud and these have subsequently received support and assistance.



**Kent  
Police**

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