



Charlton Central Neighbourhood Watch (CCNW)

Supported by Charlton Central Residents'
Association (CCRA)

UPDATE 30: January 2018

Please share this 'Update' with a neighbour
and encourage them to join the Watch.

If you have something you'd like included in UPDATE contact
Brenda on 0208 853 3354 or at brendataggart49@gmail.com

'TAKE 5' TO STOP FRAUD

Fraud can affect anyone but there are
simple steps you can take to beat the
fraudsters at their game if you 'Take
5'.

www.takefive-stopfraud.org.uk



1. NEVER DISCLOSE SECURITY DETAILS

A genuine bank or organisation will never ask you for details such as your PIN or card number over the phone or in writing. Before you share anything with anyone, stop and think. Unless you're 100% sure who you're talking to, don't disclose any personal or financial details. Instead, hang up and contact the organisation yourself using the number on the back of your bank card or on their website.

2. DON'T ASSUME AN EMAIL OR PHONE CALL IS AUTHENTIC

Just because someone knows your basic details (such as your name and address or even your mother's maiden name), it doesn't mean they are genuine. Criminals will use a range of techniques to get your details and may even say you've been a victim of fraud to scare you into action.

3. DON'T BE RUSHED OR PRESSURED

Under no circumstances would a genuine bank or another trusted organisation force you to make a financial transaction on the spot; they would never ask you to transfer money into another account, even if they say it is for fraud reasons. They will always let you call them back on a number you know is real – if they try and stop you doing this, it's a fraudster and you should hang up.

4. LISTEN TO YOUR INSTINCTS

If something feels wrong then it is usually right to question it. Criminals may lull you into a false sense of security when you're out and about or rely on your defences being down when you're in the comfort of your own home. If your gut-feeling is telling you something is wrong, take the time to make choices and keep your details safe.

5. STAY IN CONTROL

Have the confidence to refuse unusual requests for personal or financial information. It's easy to feel overwhelmed when faced with unexpected or complex conversations. Remember that it's ok to stop the discussion if you don't feel in control of it.

If you've taken all these steps and still feel unsure about what you're being asked, never hesitate to contact your bank or financial service provider on a number you trust, such as the one listed on their website or on the back of your payment card.

The easiest way to report fraud is online at www.actionfraud.police.uk - for further advice and help, why not contact your local CCNW co-ordinator?

CCNW CO-ORDINATORS – see <http://ccnwatch.org>

- **Calydon** – Dhesi on 07816 548581
- **Delafield** – Annie on 0208 305 1484 / Brenda on 07939 090676 / Jodie on 07823 777152
- **Inverine** – Cathy on 0208 488 2188 / Jonathan on 07875 054597
- **Nadine/Gollogly** – Lydia on 07956 207155
- **Swallowfield** – Heather on 07836 559420
- **Priolo** – Tamara on 0208 333 1657