

Action Fraud is the UK's national reporting centre for fraud and cyber crime where you should report fraud if you have been scammed, defrauded or experienced cyber crime in England, Wales and Northern Ireland.

We provide a central point of contact for information about fraud and financially motivated internet crime. People are scammed, ripped off or conned everyday and we want this to stop. The service is run by the City of London Police working alongside the **National Fraud Intelligence Bureau** who are responsible for assessment of the reports and to ensure that your fraud reports reach the right place. The City of London Police is the national policing lead for economic crime.

Report fraud and cyber crime

You can report fraud or cyber crime using our online reporting service any time of the day or night; the service enables you to both report a fraud and find help and support. We also provide help and advice over the phone through the Action Fraud contact centre. You can talk to our fraud and internet crime specialists by calling 0300 123 2040.

When you report to us you will receive a police crime reference number. Reports taken are passed to the National Fraud Intelligence Bureau. Action Fraud does not investigate the cases and cannot advise you on the progress of a case.

Staying Safe Over the Phone

Over the phone, fraudsters will often:

- Claim that they're from your bank, and ask you to go through security with them.
- Offer you a product/service from a company you've never heard of which seems to be a great deal.
- Offer you something from a company or organisation you have heard of.
- Misrepresent what's being offered (for example, offering too good to be true mobile phone contracts or insurance).
- Make it very hard to say no, or suggest that agreeing to what they're saying is the only option you have.

Stay S.A.F.E

- **S**uspect anything or anyone you don't know – no matter what or who they claim to be.
- **A**sk questions. Whatever a fraudster tries, you have the power to stay in control.
- **F**ind out for certain who you're dealing with. Challenge anything that seems suspect.
- **E**nd a situation if you feel uncomfortable. If you feel threatened, contact the police.

If in doubt, END THE CALL.