



Bailiwick of Guernsey Victim Support and Witness Service

# Victim Support

## FRAUD

Information from  
Victim Support



## **Fraud and Scams**

Fraud is happening more often in these days of internet and telephone banking.

It happens in other areas also – to people who are tricked into believing they have won some money or to people seeking friendships via the internet who are asked to send money to enable their new “friend” to travel and meet up.

The callers and e-mailers can be very insistent and very convincing and they all have one thing in common – trying to trick you.

### **Some Helpful Suggestions**

NEVER give out your PIN or Password, banks would never ask you for these and Internet and software suppliers would not ask you to provide your password by e-mail or over the phone.

DO NOT provide your password if you receive an e-mail advising you that your mailbox is full.

DELETE strange e-mails straightaway without opening them.

CHECK with the Police if you have been asked to send money to people you do not know (even if you are in an on-line friendship with them). If you find it embarrassing to speak to the Police, call us on 01481 713000 and we will speak to them on your behalf.

INSTALL internet security on your computer

SET UP a block or filter for any junk or spam emails in your personal or work email accounts

Fraudsters pretending to call from your bank will sometimes ask you to call them back using the telephone number on the back of your bank card. When you hang up they stay on the line and if you call back straightaway from the same phone you will simply be picking up the phone and speaking to the same person or a fraudster colleague. AVOID this happening by using a different phone line to call back or waiting 10 minutes before using the same phone again.

CRIMES such as these allow the fraudsters to hide their identity and whereabouts and can make victims feel powerless.

VICTIMS of these crimes may feel:-

- Embarrassed about being tricked.
- Lack of confidence in using computers, the internet and even talking to people on the phone.
- Personal space has been invaded.
- Personal details have been tainted, controlled or manipulated by others.
- Unsure of who to call for help.

## **About our Service**

The Bailiwick of Guernsey Victim Support and Witness Service LBG is an independent charity that supports victims or witnesses of any crime within the Bailiwick.

Our services are free and confidential and although we work closely with other agencies, both voluntary and statutory, we are totally independent of them.

We provide support to anyone affected by crime regardless of when the crime occurred and whether it has been reported or not.

It can be difficult for some people to talk about what has happened but most of them will come to terms with their experience in time, especially if they receive support and understanding.

Friends and family can be very helpful but some people find it easier to speak to someone they don't know and who is specially trained to listen and understand. Some people may need extra support which we can help to arrange.

Our volunteers are trained to provide emotional support, practical help and information to people who have been affected by any type of crime and to support witnesses, their family and friends before, during and after attending court.

Our contact details are on the back of this leaflet.

Further useful information can also be found on the Actionfraud website at [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

Guernsey Police telephone number 725111

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