

What is Courier fraud?

Courier fraud occurs when people are duped into handing over money or valuables to criminals posing as couriers. Using a variety of different tactics, usually involving the impersonation of police officers and bank staff, criminals will call the victim and convince them into withdrawing a sum of money and handing it over to a courier who is sent to their home. The victim may be also convinced into handing over their bank cards, PINs, as well as high value items such as jewellery, watches and gold (coins or bullion).

High value jewellery and gold bullion

Recent reports to Action Fraud have highlighted a sharp increase in instances of criminals instructing victims to purchase high value items such as jewellery, gold coins and gold bullion.

Courier fraud - This advice will help individuals protect themselves against falling victim to courier fraud.

What you need to do

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- **Your bank or the police will never** call you to ask you to verify your personal details or PIN. If you get a call asking you to do this, hang up, wait a few minutes and call your bank on a number you know to be genuine, such as the one on the back of your card.
- **Your bank or the police will never** send a courier to your home to collect your cash, bank cards, PINs, or any other valuable goods. Any requests to do so are part of a scam.
- **The police will not** contact you out of the blue and ask you to participate in an investigation that requires you to withdraw money from your bank, or to purchase high value goods, such as jewellery or gold.

What to do if you've been a victim of courier fraud:

- If you've revealed your bank details over the phone or handed your card to a courier, call your bank straight away to cancel the card.
- If you suspect that you have been a victim of courier fraud, report it to Action Fraud by visiting actionfraud.police.uk, or by calling 0300 123 2040.

If you have been a victim of fraud or cyber crime, report it to us at [Actionfraud.police.uk](https://actionfraud.police.uk), or by calling 0300 123 2040.