

Courier Fraud Warning

In 2025, criminals stole £21 million from victims of courier fraud. In Avon and Somerset alone, there was a financial loss of £346,000.

City of London Police are issuing a renewed warning to the public as courier fraud continues to evolve across the UK, with criminals using increasingly sophisticated and persistent tactics. A key feature of this threat is the disproportionate targeting of older people, particularly those aged 70 and above. This group makes up majority of victims, with those aged between 76 and 96 alone accounting for around 62 per cent of all reports.

Courier fraud typically begins with an unexpected phone call. A criminal impersonates a police officer, bank official, or fraud investigator and convinces the victim that their money, account, or identity is at risk. The victim is told they are helping an investigation and is instructed to withdraw cash or purchase high-value goods such as gold or jewellery.

A courier is then sent to collect the money or items. They may also be asked to hand over their bank card and PIN. They may instead be asked to transfer money or send items in the post. The victim is promised that everything will be reimbursed once the investigation concludes. In reality, both the caller and courier are part of a coordinated criminal network. Once handed over, the money or valuables are gone.

Criminals are becoming increasingly persistent, sometimes staying in contact with victims for days or weeks, guiding their actions step by step. In many cases, victims are coached on what to say to bank staff or shop employees to avoid raising suspicion.

How to protect yourself from courier fraud:

- **Transferring money:** Your bank or the police will never ask you to transfer money to a safe account.
- **Couriers:** Your bank or the police will never send a courier to your home to collect bank cards, cash, or other valuables such as jewellery.
- **Check if it's genuine:** For any contact you are unsure of, hang up and contact the organisation directly using contact details you know are correct, such as those on official websites, the back of your card or by calling 159 for your bank.
- **Caller ID:** Don't trust the Caller ID display on your phone - it's not proof of ID.

- **Report suspicious calls:** You can report suspected scam calls by sending a text to 7726 with the word 'Call' followed by the caller's number.

If you think you have been a victim of fraud contact Report Fraud on 0300 123 2040 or via the website: reportfraud.police.uk.

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Report Fraud

STOP!
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NATIONAL CAMPAIGN AGAINST FRAUD

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reportfraud.police.uk