

Warning following telephone scams targeting elderly residents

Norfolk Police are urging elderly residents to be vigilant following a number of reports in which callers are pretending to be police officers.

Earlier this evening (Friday 27 March) an elderly woman from the Belton area in Great Yarmouth received a call at approximately 7.30pm from a man posing to be a police officer. The woman was asked to take part in a survey. When the woman questioned the legitimacy of the call, he became very aggressive.

Police have received a number of similar reports in which elderly residents have been targeted.

Police are keen to hear from anyone who may have received a similar type of telephone call or has any information about these incidents.

Anyone with information should contact Norfolk Police on **101** quoting incident number 415 of today's date (27 March 2020).

Alternatively call Crimestoppers anonymously on **0800 555 111**

Residents are reminded that neither your bank nor the police or National Crime Agency will ever ask you to withdraw money or purchase items. In addition:

- Your bank or the police will never ask for your PIN, bank card or bank account details over the phone – never give these details to anybody.
- Neither the police nor the banks will send a courier to collect money from you.
- Always request Photo ID and if unsure call the police.
- If you're asked to telephone a bank, then always do it on a different phone to the one you were contacted on. Fraudsters will keep the line open and have been known to play ring tones, hold music and a recorded message down the phone so the victim believes they are making a call to a legitimate number. Use a friend or neighbour's telephone instead.
- Never download any software suggested by caller.
- Do not rush into complying to the scammers demands/requests.

Friends, family, carers and neighbours are asked to spread the word to ensure everyone is aware of this scam and what they should do.