



## **SCAM and FRAUD ALERT**

***From Hampshire and IOW Neighbourhood Watch***

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### **Received something you didn't order – it could be a Scam**

In another twist to Courier Fraud scams, a package is delivered to your door containing high value items such as a brand new expensive phone. The package has your name on it but you don't recall ordering it.

Then later there is a knock on the door and a 'courier' claims a package has been delivered to you by mistake and could they have it back.

Would you hand it over? If you do, it could prove an expensive mistake.

We have had a report recently that a resident in Hampshire has been caught by this scam.

What has happened is someone has managed to get hold of the person's personal details, including bank details, sufficient to place an online order.

If the criminals fail to intercept the package before it is delivered, they often pose as a courier and try to collect the 'wrongly delivered' item.

### **How to keep safe from this type of fraud**

1. If you receive an unexpected high-value package addressed to you such as a phone, contact the retailer immediately and arrange for it to be sent back
2. If a courier comes to collect the item at your home, do not hand it over.
3. Check their credentials and call the company they claim to be representing. If you have any suspicions or concerns, contact the police.
4. Identity theft is on the rise so always monitor your account and if you spot any suspicious activity, report it to your bank immediately.
5. Ensure personal documents such as bank statements are not left lying around and are shredded before throwing them away.