

Beware of fraud and scams during Covid-19 pandemic

GHIB encourages all its customers to be more vigilant against fraud, particularly about sharing their financial and personal information, as criminals seek to capitalise on the Covid-19 pandemic.

Criminals are experts at impersonating people, organisations and the police.

They spend hours researching you for their scams, hoping you'll let your guard down for just a moment.

Stop: Taking a moment to stop and think before parting with your money or information could keep you safe.

Challenge: Could it be fake? It's ok to reject, refuse or ignore any suspicious requests. Only criminals will try to make you panic to make rush decisions.

Protect: Contact GHIB immediately on 0207 653 0350 if you think you've fallen for a scam and report it to Action Fraud* by calling 0300 123 2040 or by sending an email to <https://www.actionfraud.police.uk>

REMEMBER

GHIB will NEVER ask you to transfer money or move it to a safe account.

Never reveal the details of PINs, passwords or other sensitive banking details, even if the caller claims to be from the bank or a company you trust.

If you receive a suspicious or unexpected call, verify the caller using an independently checked phone number such as a contact number from GHIB's website.

Be extra vigilant when doing online banking, using your mobile device, computer and other internet connected devices, if you receive a request to download software to connect to your computer and you haven't started the conversation yourself, refuse to do so.

For more information on fraud, visit

www.financialfraudaction.org.uk

www.takefive-stopfraud.org.uk