

## Coronavirus Fraud Prevention – Trusted Source Phishing Scams

John:

So another type of fraud that we've seen in the past, which seems to have been amended to suit the COVID-19 narrative, is where fraudsters pretend to be calling from their bank. And in our case from HSBC and in these kind of cases, they always seem to follow the same pattern. So they begin the call in a legitimate manner, but then move on to ask the customer for money to support the relief effort. So, Chris, have you got any comments around that?

Chris:

We have, I think what we can do on this one is actually cut straight to the chase and your bank will never ask you to transfer money, to support a cause as such. You're absolutely right, this is a traditional type of scam that works in the same way. It's about keeping the customer on the call. So the longer they get to talk to the customer, the more information they can provide actually begins to convince the customer, that of course, that they're talking to a legitimate person. Our advice here would be that as soon as the conversation begins to move to money, then one should immediately say, "thank you very much, what I will do is I will terminate this call and then find my own way back into the bank." The bank will have no problem with you doing that, if indeed it is a legitimate call, but more often than not, changing the communication, rerouting, that request back through the bank, will help prevent any of these type of common frauds.