

# 3 STEP PROTECT



## If in doubt, keep them out!

Fraudsters and thieves prey on people they think are vulnerable. Don't let them trick their way into your home.



**Thieves and fraudsters look to scam or steal from people who they think are vulnerable, elderly or have valuables in their home.**



### **Beware of bogus callers**

Bogus callers pretend to be reputable tradesmen to try and convince you to have unnecessary work carried out at your home, or to accept a service they offer.

They may ask for payment up front or offer to assist you in withdrawing money, even taking you to a bank. Once the money is received, the promised work or service will rarely be delivered.



### **Don't be duped by distraction burglars**

Distraction burglars pretend to be someone they are not in order to enter your home to steal.

Some common methods include:

- Pretending to be from a care agency, or a utility company investigating a gas or water leak.
- Asking for help to leave a note for a neighbour or even a drink of water.
- Claiming to be in a hurry or emergency and needing to get into your home quickly.
- Working in teams, with one person distracting you while the other searches your home.

**Follow our tips to help protect yourself and your property from bogus callers or distraction burglars:**



### **Always check their identity**

- Use your door viewer to see who's there. If you open the door put the chain on first.
- Always ask for ID and check it with the company before letting somebody into your home.
- Use the phone number advertised in the phone book or online, as the number on their identity card could be fake. For a utility company, call the customer service department. Close the door while you do this.
- Remember that genuine callers won't mind checks. If you feel at all unsure, schedule a time for the caller to come back when a friend or relative is there.
- For pre-planned appointments with utility companies, a password scheme can be set up.

### **Remember...**

- **Never feel pressured into accepting an offer of work or service. Politely refuse.**
- **Never accept any offer to be taken to a bank to withdraw money.**
- **If someone forces you to withdraw money, make the bank staff aware. Bank staff are trained to look out for signs of people who may be withdrawing money under duress, they will deal with this appropriately in branch.**



## Keep your valuables safe

- Burglars will look to steal anything, from phones and laptops to jewellery, antiques and cash. Don't leave these or any keys on show or somewhere a burglar may find them easily.
- Try not to keep large amounts of cash at home. Consider setting up direct debits or standing orders for any regular payments.
- For high value items, consider using a safe storage facility to remove the risk of potential theft; to store them at home, use a safe bolted to the floor or wall and not on display itself.
- Photograph your valuables, and make them less attractive to thieves by using a property or police approved forensic marking solution only visible under Ultraviolet (UV) light.

**[www.met.police.uk/burglary](http://www.met.police.uk/burglary)**

## What to do if you've been a victim

If a bogus caller or distraction burglar has entered your home try not to touch anything, as there may be evidence that the police can use to identify the suspect.

You can report crime online at **[www.met.police.uk](http://www.met.police.uk)** or call **101**.

If you have been a victim of a bogus caller you can also contact Trading Standards via:

**[www.gov.uk/find-local-trading-standards-office](http://www.gov.uk/find-local-trading-standards-office)**

If you feel threatened or in danger by the presence of any visitor call **999**.

**In an emergency always call 999.**

For more crime prevention advice visit:  
**[www.met.police.uk/burglary](http://www.met.police.uk/burglary)**