

Courier Fraud Alert – Don't Get Caught Out!

Metropolitan Police are running Operation CallBack, a project designed to crackdown on courier fraudsters, and raise awareness in the community.

Criminals are contacting people by phone, posing as police officers, bank staff, or trusted officials to trick them into handing over cash, cards, or valuables. They may call you and claim your account is compromised or ask you to help with an “investigation.”

Remember:

- Police or banks will NEVER ask you to hand over money, cards, or PINs.
- They will NEVER send a courier to collect items from you.
- They will NEVER ask you to transfer funds to a “safe account.”

Protect Yourself:

- Hang up immediately if you feel pressured or suspicious.
- Verify who you are speaking to; Call 159 to speak securely to your bank, or call 101 to verify someone is a real police officer.
- Never share personal details, bank information or PINs over the phone.
- Report it to Action Fraud: www.actionfraud.police.uk or call 0300 123 2040.

 Spread the word – protect friends and family, especially older or vulnerable people.

#CourierFraud #FraudAwareness #StaySafe #ProtectYourMoney

Operation CallBack is an eight week intensification, running between 6th October to 28th November, to crackdown on courier fraudsters. The organised crime groups responsible are employing increasingly sophisticated technology and methods to execute their crimes, which require a targeted response from police.

The project is managed by the Economic Crime unit, but will bring together specialist units, BCUs and external agencies all working together to tackle this crime type.

Courier fraud

Courier Fraud involves criminals calling the victim on the phone impersonating police officers, bank officials or other trusted figures to deceive victims into believing their bank accounts have been compromised and that they must assist with a police, or other trusted agencies, with an investigation. They will then manipulate the victim into withdrawing money, or purchasing high value goods. Later they send a courier to the victims home to collect the money or goods.

With 80% of victims being over 65 years (average age is 78), older people within our communities are sadly at high risk of exploitation and loss of their hard-earned pensions and life savings.

Between January and July 2025 there have been 282 identified courier fraud offences in London.