

House burglary in the UK

September 2010



The situation

A Hong Kong national became a victim of burglary when she found that £20,000 in cash had been stolen from her rented house in Cambridge, the United Kingdom.

The client and her son had moved to the UK in 2009 to allow her son to complete his A-levels, with the view for him to attend Cambridge University at a later stage.

When the client's bank alerted her to the fact that her credit card had been used on items she had not purchased, she returned home to find that she had been burgled. Many items had been taken, including credit cards, passports, laptops and £20,000 from the safe. The client contacted her bank in Hong Kong, which stopped the stolen credit cards; she also contacted the police.

Due to her status as a single, wealthy mother, the client became concerned for her and her son's safety. A particular concern was the missing laptop, which contained bank statement information that clearly outlined her financial worth. She was also concerned that her son might be considered an attractive kidnap for ransom target. In addition, the client was having difficulty replacing the stolen passports.

Assistance

Due to the risk of identity theft, the client called red24 and spoke to a security specialist. The consultant assured the client that she was not in any immediate danger. red24 then

arranged for a consultant to meet the client at her home the next morning.

During the meeting the next day, the consultant provided advice in relation to the threat of kidnapping and the client's fears were alleviated on this matter. A comprehensive security review was then conducted on the house, and the client was given advice on how to improve her security situation. The consultant also gave extensive identity theft advice, and suggested that the client contact her laptop provider to see if there was any possibility that they could trace the stolen laptop.

The client was also concerned that she would be targeted in the future. The consultant assured her that the crime was probably opportunistic in nature and the risk of a second burglary was minimal.

Finally, the consultant suggested that the client contact the Victim Support scheme, a national UK charity giving free and confidential help to victims of crime across England and Wales. After red24's visit, the client felt a great deal safer.

Feedback:

The client sent the following to red24: "red24 has provided the best service I have had from anyone in the United Kingdom since my arrival here a year ago."