

Phone scam



The situation

Nearly two years after having her handbag stolen a client received a suspicious phone call from an anonymous individual stating he was in possession of her old bank cards and driver's licence, and attempted to elicit more information from her.

Even though she had followed the correct actions in cancelling the cards after the theft, the client was extremely distressed after the call and was worried that she may become a victim of identity theft. She immediately contacted red24's Crisis Response Management (CRM) centre for advice and assistance regarding the incident and how to prevent any potential identity theft.

Assistance

A security specialist from red24 spoke to the client and advised her to contact the bank immediately, informing

them of her situation and requesting that they monitor her accounts. The client was also advised to inform the police and to register with CIFAS, the UK's Fraud Prevention Service.

As arranged, a follow up call was made to the client at which time it was determined that she was feeling reassured following red24's advice, the bank's assistance and having registered with CIFAS. She told the specialist that the police had also informed her that it was more than likely that the caller was trying to obtain further personal details and he did not have enough to conduct identity fraud. As no further details were handed over, and with the extra protection added by CIFAS, the risk had been substantially mitigated.

The client greatly appreciated red24's assistance and was extremely thankful that no further incidents had occurred.