



We take your financial security seriously. The following guidance has been issued by the Met Police and is supported by MHBS.

Millions of pounds are being defrauded from people in the UK every year. Please take the time to answer the three questions below and carefully consider whether you still want to complete this transaction.

Q1) Have you been contacted by a police officer, bank or building society official asking you to exchange money?

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Your bank, building society or the police will never call you to ask you to complete any kind of transaction.

Q2) Have you been asked to keep your mobile phone on or await further instructions?

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Some callers pretend to be police officers, bank or building society staff.

Q3) Have you been asked to meet someone after your transaction?

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Some customers meet people pretending to be the police and hand over their money - only to lose it all.

If you have answered "yes" to any of these questions or have any doubts about your transaction - please stop and speak to a member of your family, or your local police force on 101. If you are unsure if a call is from your bank or building society, hang up and call your bank or building society back using a number you are familiar with.

