

Northumbria Police's Facebook post about courier fraud (June 2025), highlights how much we all need to be aware about scams and what to do. If you think you have been scammed, follow the advice on the other side of this leaflet

Northumbria Police's post



Northumbria Police ✓

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🔊 We are calling on people to remain vigilant after a pensioner was conned out of £36,000 following a scam phone call from a person purporting to be a police officer.

We received 18 telephone fraud reports across Tuesday, Wednesday and yesterday from the Northumberland area, with victims saying they had been contacted by a man claiming to be an officer based in either Hexham or Morpeth.

📄 In one case, a woman in her 80s from Hexham was duped into withdrawing £36,000 after she was called and asked to assist undercover police with a fraud investigation. The caller requested that she withdraw the cash from her bank in a series of withdrawals.

She was then asked to use the money to buy Euros. A courier then came and collected the Euros from the woman's home address.

Following the collection, the caller rang the victim back to say that the investigation was over and a person had been arrested. They added that she should await a call from an officer to arrange getting her money back.

The report is the only case from the 18 reported in the Northumberland area in which a victim has handed money over.

We have also received three other similar reports – one in Gateshead, one in Sunderland and another in North Tyneside – this week although none of those who were called are reported to have handed over money.

👮 We have launched a full investigation and a number of lines of enquiry have been carried out.

✗ These scam attempts are abhorrent and we want to make it absolutely clear that no officer will ever make these phone calls and request these details from you.

**If you need more information or advice,
contact us on 0191 386 3856
or you can send an email to
info@ageukcountydurham.org.uk**

Courier Fraud

How to protect yourself and how to report

For more information visit our website: www.nerccu.police.uk



Your bank or the police will **NEVER** call to ask you to verify your personal details or PIN by phone.



The police or bank would **NEVER** send a courier to your home to collect your bank card or other items.

If you need to call the bank back...



WAIT for 5 minutes as the criminals could still be on the line.



If you want to call your bank, to confirm if the call was legitimate, use a number known to you.

OR

Dial 159 to get directly to your banks fraud department.

HOW TO REPORT

- Contact your bank
- Report to Action Fraud using the number below or online at www.actionfraud.police.uk