



Suffolk Against Fraud

A Police & Trading Standards Partnership



Counterfeit Bank Investigation Letter

Suffolk Against Fraud is warning residents to remain vigilant following reports of a sophisticated postal fraud involving counterfeit letters purporting to be from their bank.

Victims receive a professionally produced letter, claiming that an unauthorised transaction has been detected on their account. The letter states that a fraud investigation is underway, allegedly involving the **National Crime Agency (NCA)**, and advises that banking facilities have been restricted whilst enquiries are carried out.

The letter may:

- Claim a fraudulent transaction has occurred.
- State that bank cards have been blocked and should be returned.
- Refer to investigations involving law enforcement agencies.
- Provide the details of a supposed fraud adviser.
- Instruct the recipient not to discuss the matter with third parties.
- Suggest further contact will be made regarding the investigation.



Protect Yourself

Criminals rely on creating a sense of urgency, fear and authority to gain a victim's trust.

Remember:

- Your bank, the police, the NCA or any other law enforcement agency will never ask you to transfer money to a "safe account".
- They will never ask you to disclose your PIN, online banking credentials or security codes.
- They will never ask you to hand over or post your bank cards to them.
- They will never ask you to keep a fraud investigation secret from family, friends or bank staff.
- Always independently verify any communication by contacting your bank using a trusted number from the back of your bank card or the bank's official website.



**Suffolk
Against
Fraud**



Report crime online – suffolk.police.uk/report

To get in touch directly with the SAF team - saf@suffolk.gov.uk

To report fraud or suspected scams to Report Fraud - www.reportfraud.police.uk

To report fraud or suspected scams to Citizens Advice -

www.citizensadvice.org.uk/consumer/scams/reporting-a-scam/

In an emergency, always call **999**



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Be Mindful of Your Post

This fraud demonstrates that criminals are not relying solely on telephone calls, text messages and emails. Fraudulent communications can also arrive through the postal system and may appear highly convincing.

Always treat unexpected letters relating to your finances with caution, particularly those creating urgency or requesting action regarding your accounts.

If you receive a similar letter, contact your bank directly using a trusted contact number and report the matter to **Report Fraud** on **0300 123 2040** or via **www.fraud.police.uk**.



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