

CASE STUDY

SAVVY ABOUT SCAMS

Mike receives an email from the fraud team at the bank which tells him that there has been some fraudulent activity on his account. He clicks the link on the email through to the website. Mike checks the bank logo, which looks ok, and he decides the website is fine, and calls the number he finds there. The man from the fraud team answers. His name is Andrew, he is well spoken and polite, so when Andrew asks for Mike's name, address, phone number and date of birth, Mike tells him. Mike goes into his online bank account and Andrew gives him some complex instructions, which Mike finds confusing. Andrew is patient and reassuring, and thanks Mike for helping. Maybe they can save other customers if they can catch the fraudster red-handed. Mike and Andrew are on the phone for a while but finally Andrew says everything is ok. Just as Mike is saying goodbye, Andrew suddenly becomes very concerned and tells Mike there is an attempt right now to remove a large amount from his savings account. Andrew tells Mike he needs to move his savings to another account to keep it safe.



SAVVY

ABOUT SCAMS

—
QUAKER
SOCIAL
ACTION
—

MADE OF MONEY

Financial wellbeing support for families and individuals

