



Financial Fraud Action UK
Working together to prevent fraud

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SCAM ALERT

Restaurants and diners targeted in new scam

Restaurant owners are being warned to stay vigilant as fraudsters are attempting to target their customers in a new phone scam, according to the latest intelligence from Financial Fraud Action UK's fraud intelligence bureau.

The scam involves fraudsters, posing as bank staff, phoning restaurants claiming there is a problem with their card payments system. The restaurant is then told to redirect any card payments to a phone number provided by the fraudster.

When the restaurant calls the phone number the fraudster asks to speak with the paying customer and then goes through their security questions. Once sufficient security details have been obtained from the customer, the fraudster will instruct the restaurant to put the transaction through.

The fraudster then subsequently calls the customer's bank in an attempt to transfer money to their own account using the fraudulently obtained security details.

Katy Worobec, Director of Financial Fraud Action UK, said:

"It's important that restaurant owners are alert. Fraudsters can sound very professional – don't be fooled.

"If you receive any calls from your bank claiming there is a problem with payments, make sure you phone them on an established number to confirm the request is genuine. In addition, always wait five minutes to ensure the line is clear, as fraudsters will sometimes try to stay on the phone line and pretend to be your bank."

Intelligence suggests that restaurants in London's West End, as well as Twickenham and Canary Wharf, have been targeted.

ENDS

For further information please contact the press office on 020 3217 8436 or email press@ukcards-ffauk.org.uk

Notes to editors:

Financial Fraud Action UK (FFA UK) is the name under which the financial services industry co-ordinates its activity on fraud prevention, presenting a united front against financial fraud and its effects. Financial Fraud Action UK (www.financialfraudaction.org.uk) works in partnership with The UK Cards Association on industry initiatives to prevent fraud on credit and debit cards, with the Fraud Control Steering Group (an unincorporated association of financial institutions who participate in retail banking and the payments market in the UK) on non-card fraud and the Cheque & Credit Clearing Company on credit clearing and cheque fraud.

The Financial Fraud Bureau was established in 2010 as the intelligence hub for the card and retail banking industries. It operates collective industry initiatives on fraud data and intelligence-sharing between the banks, card companies and their key partners.

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