

Financial Scamming And Fraud

Financial Scamming and Fraud - the scale of the problem and the consequences for Local Authorities and Communities'

24th June 2019

Richard Crossman Building
Coventry University



Financial Scamming and Fraud - the scale of the problem and the consequences for Local Authorities and Communities'

Becoming involved in a financial scam can be a life-changing event. It's not just the financial loss but the negative impact on an individual's confidence and sense of wellbeing, including a loss of trust in others.

Financial scamming has been a long-term social issue, it is only recently that the true range, reach and impact of personal fraud on health and wellbeing has been recognised. Supporting staff to develop the skills and knowledge required to recognise abuse from scans, including effective intervention strategies, is a vital way for organisations to meet their safeguarding responsibilities'



House Keeping

- Toilets are located passed reception, turn right and on the right.
- Fire – there is no planned fire alarm. Staff from the university will direct to place of safety
- Please turn mobile phones to silent and if you need to take a call please go outside the room.



Programme

13:00 Welcome and opening address by Councillor Mal Mutton, Cabinet Member for Adult Services, Coventry City Council.

13:05 Professor Keith Brown – Director, National Centre for Post Qualifying Social work and Professional Practice (NCPQSW) Bournemouth University. Centre for Leadership, impact and Management Bournemouth (CLiMB)

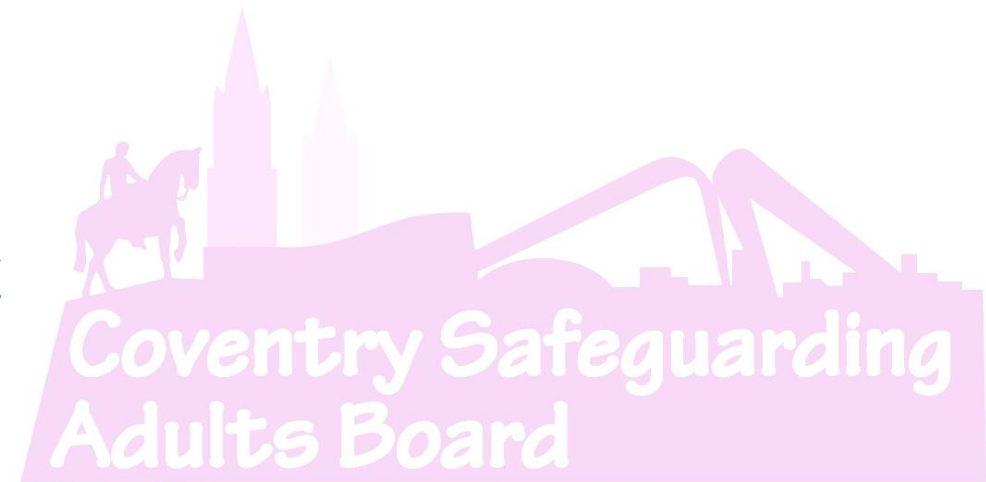
14:00 Break

14:15 Coventry Building Society - Ioana Dragomir, Financial Crime Specialist

14:45 Coventry Trading standards – Allan Harwood, Trading Standards & Consumer Protection Manager

- 15:15 Questions and close

- Resources and further reading: - <https://ncpqsw.com/financial-scamming/>



Tackle Loneliness to beat scammers: some personal reflections on research into this area

24th June 2019

Coventry

Professor Keith Brown

Director of the National Centre for Post-Qualifying Social Work and Professional Practice and the Centre for Leadership, Impact and Management Bournemouth

kbrown@bournemouth.ac.uk



Perfect storm

- Increasing demands
- Budget pressures (or reductions)
- Higher expectations from society and growing awareness of issues
- Just the tip of the 'ice berg' looking into the 'unknown'
- Some of the most vulnerable members of our society



**Do we end up
feeling like this?**



A young police officer was taking his final exam at Hendon Police College in North London. Here is one of the questions....

“You are on patrol in outer London when an explosion occurs in a gas main in a nearby street. On investigation you find that a large hole has been blown in the footpath and there is an overturned van nearby. Inside the van there is a strong smell of alcohol. Both occupants - a man and a woman - are injured. You recognise the woman as the wife of your Divisional Inspector, who is at present away in the USA. A passing motorist stops to offer you assistance and you realize that he is a man who is wanted for armed robbery. Suddenly a man runs out of a nearby house, shouting that his wife is expecting a baby and that the shock of the explosion has made the birth imminent. Another man is crying for help, having been blown into an adjacent canal by the explosion, and he cannot swim.

Bearing in mind the provisions of the Mental Health Act, describe in a few words what action you would take.”

The officer thought for a moment, picked up his pen and wrote:

“I would take off my uniform and mingle with the crowd.”



Safeguarding

Recent past focused primarily on physical abuse and assault (even this is not fully understood in terms of scale) but now via Care Act (2014) a realisation that financial scamming is a real issue, and indeed Local Authorities now have a duty to protect citizens from financial scamming.

(Section 1, Part 2: Prevent, Section 42: Enquiry, Investigate)



Scamming: A journey of discovery

- Comparison with child abuse
 - § 1957 - Finkelhor – X-Rays
 - § 1979 - Non accidental injury (N.A.I) to child abuse
 - § Mid 1980's – Child sexual abuse
 - § Late 1980's – 90's – Child emotional/ psychological abuse
- Growing realisation that most 'abusers' are known to the victim (family and friends) or position of trust.



Scamming and fraud

- Clearly been around for a long time
- § Creation of National Scams Team in 2012
- Initial / early work to recognise that scammers were / are criminals – often serious and organised crime.
- But - just like the ‘awareness’ of child abuse now increased realisation that significant ‘scams’ from relatives, friends and from people in position of trust – i.e. paid carer!



Scamming and fraud

- We know that it is the lonely (and in particular the elderly in cognitive decline who are most at risk).
- We now recognise that the scale of scams is immense.
- That the impact of being scammed is much more than the loss of money – huge impact on psychological wellbeing and confidence – plus impact of wider family.
- There is also the indirect impact on wider society which often ends up picking up the ‘cost’ – e.g. care home fees.



Scamming a crime but what about legal companies acting in an “illegal way”?

- Clear evidence of legal companies targeting and repeat selling to ‘vulnerable’ individuals – are they making an ‘unwise decision’ or is this a cognitive impairment issue?
- If a charity or fundraiser phones every week for a donation and one is given because the person cannot remember that they have already given last week and the week before – Is this a scam?
- So scamming is not just driven by Criminals but also by legitimate organisations.



Is it a scam?

- It is a scam to charge people different rates for the same service/ product simply on the basis that you can get away with it due to their age, gender, cognitive ability or relative social isolation?
- Is buyer beware always the right way?



What are we doing about the problem?

- **We trained hard:** But it seems that every time we were beginning to form into teams we would be re-organised. I was to learn later in life that we tend to meet any new situation by re-organising and a wonderful method it can be for creating the illusion of progress while producing confusion, inefficiency and demoralisation.

AD 66 Gaius Petronius



Enforcement response: Trading Standards: Doorstep Crime Report 2015

- The average number of prosecutions per LA in England and Wales has remained at 1 prosecution per LA per year (1.07 in 2013/14 and 0.95 in 2014/15).
- 25 LAs had taken two or more prosecutions in 2014/15 (20% of responding LAs, 15% of all LAs). (Down from 32 in 2013/14).
- Resources:
 - Total spend on TS £124m (from £213m in 2009). 5 TS Services with a budget of less than £200,000.
 - Lack of forensic capability for most LAs to submit items for analysis including fingerprinting and DNA, to assist with the identification of offenders.



So what is required?

- Significant research, policy change, use of technology and in particular public debate and discussion about the scale and impact of the problem.
- We will only have a chance of solving the problem if society recognises the scale and impact of the problem and all of society plays its part to reduce the impact.



Mental capacity

Major changes in society with regards to our understanding of vulnerability for citizens who lack Mental Capacity, and the use of Deprivation of Liberty Safeguards via Best Interest Assessors, especially following the supreme court ruling of the Chester and Cheshire West case in 2014!

Note: next of kin – In law this term has no status except in death without a will.



PC Paul Briggs

"A document, a statement of his wishes would have been totally non-negotiable. But Paul didn't have one. Who does? You think as a wife you'll be able to speak for your husband, be their voice. It's shocking to find that you can't.

The Telegraph, 8th January 2017



PC Paul Briggs: Wife asks court to end life support 'hell'

Turn off life support for police officer, judge rules

PC Paul Briggs case: Plea to 'respect injured officer's wishes'

Advanced planning

- What are you / we doing to better protect yourselves and your loved ones???
- We must start having conversations with our own loved ones about our own mortality – and how we want to be supported at our ‘vulnerable’ times.
- § We must talk about money
- § We must talk about our ‘end of life’ desires - advanced care planning for all adults – not just the elderly.



Resources freely available

BU The National Centre for Post-Qualifying Social Work and Professional Practice

National Mental Capacity Forum

Next of Kin: Understanding decision making authorities



PSW Network SOLLA Society of Later Life Advisers Alzheimer's Society LEARN TO CARE

University College London Hospitals NHS Office of the Public Guardian

BU The National Centre for Post-Qualifying Social Work and Professional Practice

National Mental Capacity Forum

National Mental Capacity Act Competency Framework



com-pete /kəm-ˈpiːt/ (sb) (in sth) (for sth) try to do sth better than others who are trying to do it. Companies are competing for the contract/to get the job. The company has competed in the market. We have limited resources/claims, so it is hard to compete. com-pet-ence /kəm-ˈpiːt-əns/ (in doing sth/to do sth) ~ (in doing sth/to do sth) the ability to do sth well. No one doubts her competence in solving the problem. (of a court, a judge, etc) the quality of being able to do sth well.

Endorsed by:


LEARN TO CARE NHS Donset HealthCare University and Foundation Trust Office of the Public Guardian

PSW Network

BU The National Centre for Post-Qualifying Social Work and Professional Practice

National Mental Capacity Forum

Advance Decisions to Refuse Treatment



Suggestions on the value and use of ADRTs in society

Alzheimer's Society my living will Office of the Public Guardian

www.ncpsw.com

Financial Scamming and Fraud: a brief guide

Financial Scamming and Fraud



Working in partnership with:



New trends in scamming

- With better protection/disruption of mail and telephone scams, we are seeing a rise in internet crime/scams
- N.B. Exacerbated by the closure of bank branches and rise in internet banking
- N.B. Contingent reimbursement model for victims of authorised push payment fraud – 28th May 2019



Summary

- The cost to individuals: - ££ many
 - loss of confidence
 - dignity
- The cost to society: how much additional cost if citizens are scammed of life savings and the state picks up the cost?
- The cost to carers/relatives and victims of those who have a cognitive impairment and are scammed.

Surely this is the greatest challenge facing public organisations/services like yours in our generation.



The Little Boy Story

- What lessons does this tell us about keeping our professional focus and attention on doing the 'right thing' always, whatever the organisational pressure.



Break



Financial Scamming and Fraud

COVENTRY
Building Society



A photograph of two young children playing in a grassy field. The child on the left is wearing a red jacket and yellow pants, while the child on the right is wearing an orange hoodie and grey pants. They are facing each other, with their hands raised as if playing. The background shows a line of trees with autumn foliage. A dark red horizontal bar is overlaid at the bottom of the image, containing the text "Why we're here".

Why we're here

A purple logo featuring a stylized building or structure above the word "arding".

arding



WHO ARE WE?



VULNERABILITY &
SCAMS



FRAUD CASES &
AFTERCARE





Who are we?



- Formed in 1884 as “Coventry Permanent Economic Building Society”



- Our Society in 2019



OUR STRATEGY

Putting Members First

"We exist solely for the benefits of our current and future members meeting their needs for savings and residential mortgages"

"We enhance both the communities we operate in and the wider Society"



C

A

R

E

S



Financial Scamming and Fraud – CBS Approach





Vulnerability & Scams



SCAMS

A fraudulent scheme performed by a dishonest individual, group, or company in an attempt obtain money or something else of value. – ***an emerging financial crime threat.***

Fraud In Numbers

An intelligence report run by the City of London Police's National Fraud Intelligence Bureau has shown that:

ActionFraud
National Fraud & Cyber Crime Reporting Centre
☒☒☒ 0300 123 2040 ☒☒☒

In 2017/18 Action Fraud recorded:



AVERAGE AGE OF
A VICTIM

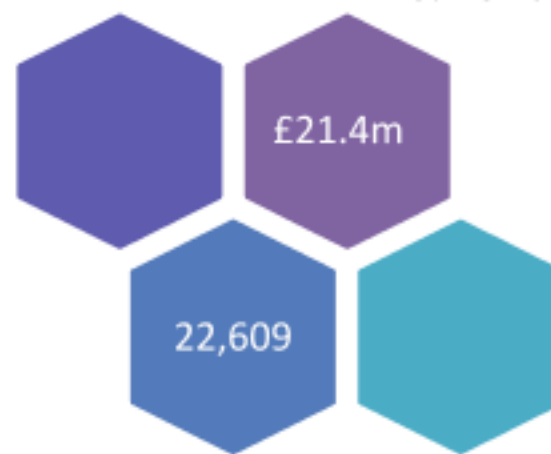
63

EQUALLY
SUSCEPTIBLE TO
BEING TARGETED

THOSE LIVING IN LONDON
AND BRISTOL ARE MOST
LIKELY TO FALL VICTIM.



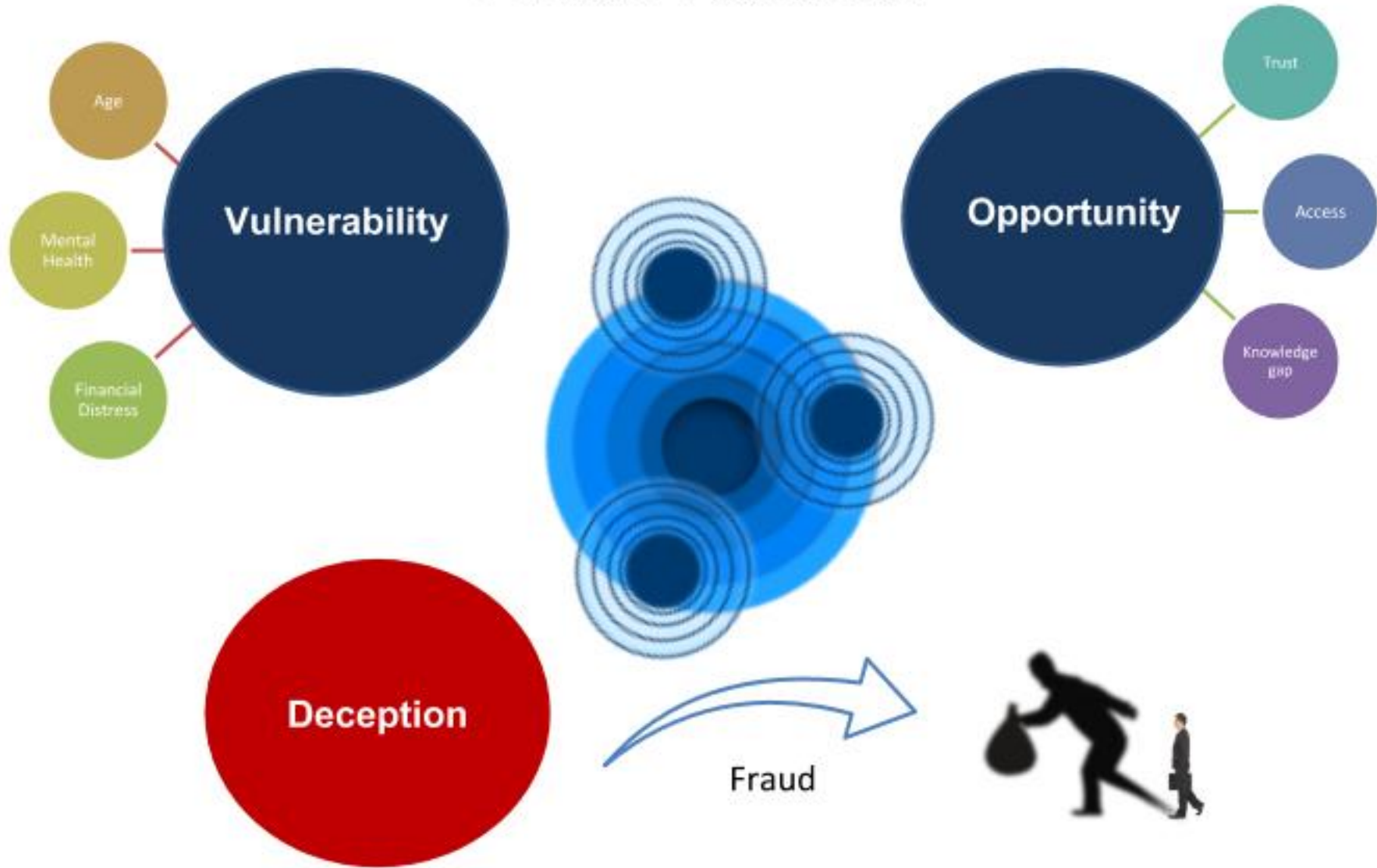
Lost to fraudsters



Reports of Computer
Software Service fraud



Fraud Factors



What are we doing to stop this?

BANKING PROTOCOL



Nationally, as of the end of June 2018, the Banking Protocol had accumulated:

The Banking Protocol is aimed at identifying customers who are in the process of being defrauded, catching the fraudsters in action.

The process allows the staff member to telephone 999, ask for the Police, and quote 'Banking Protocol', which will initiate a rapid response from Police Officers and Trading Standards in cases where it is suspected that a customer is being actively scammed.





Fraud case studies

Family Fraud

Investment Scam



arding

Scams we see at CBS



Bogus Goods



Compromised PC



Safe Account



Romance



Malicious Payee



Rogue Traders



On-going support



§ Dedicated Investigator

§ Additional Account Protection

§ Literature

§ Sign posting / Referrals

Social Services – Adult Safeguarding
Feedback

Trading Standards Award



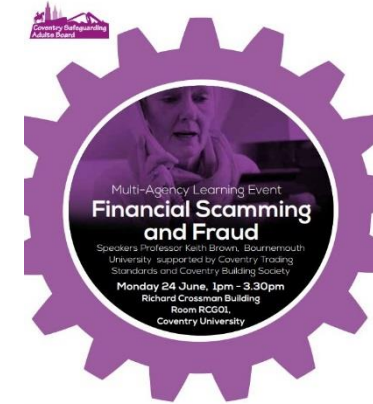


Q&A



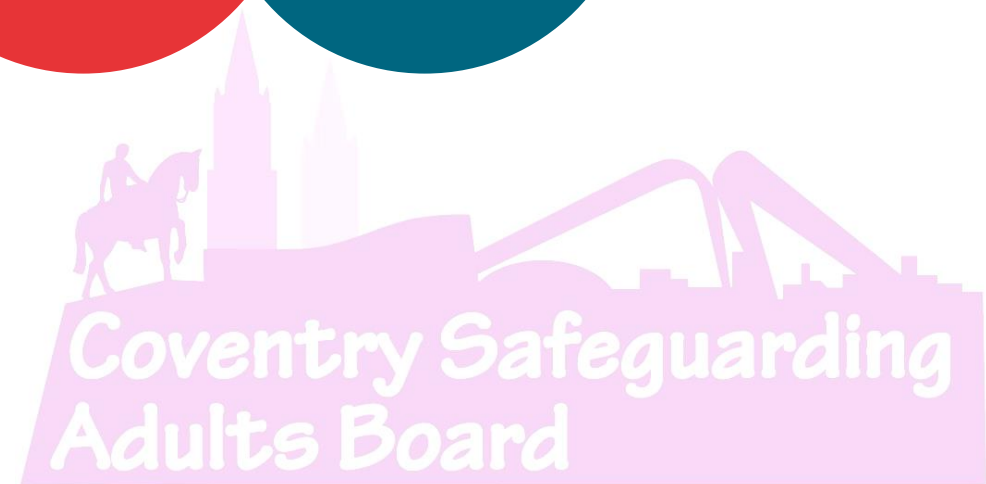
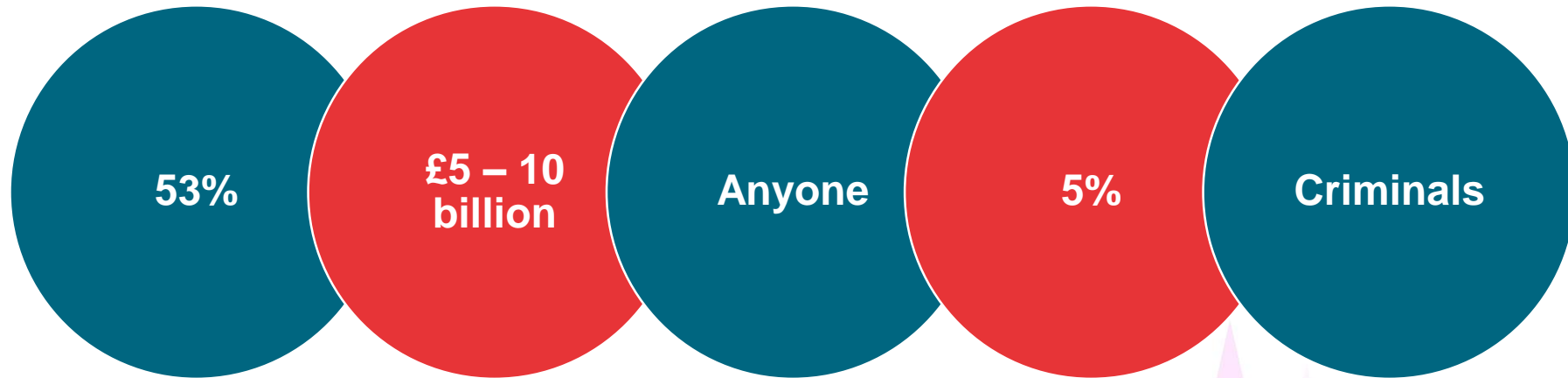
Financial Scamming and Fraud Trading Standards

- The team
- 263 statutory duties
- Food standards, product safety, illicit tobacco, underage sales, misdescribed goods, fair trading, unroadworthy cars, animal health, weights and measures, letting agents, doorstep crime, scams etc.



HOW TO BOOK
Free session (£25.00 non-attendance fee will apply). Drinks will be provided.
To book a place please visit: www.coventry.gov.uk/safeguardingbookingform
Select the course title as: **PSAF041**

Five key points about scams



Types of scams

**Postal
scams**

**Telephone
scams**

**Doorstep
scams**

**Online
scams**

Would you respond?

Customer's 1st name is used in the letter to make it personal.

Letter is written to put people under pressure to reply.

PO Boxes are used instead of full postal address.

Too good to be true offers.

Made to look dazzling.

Prize transfer authorisation Return immediately to: The Netherlands

PLEASE RETURN IMMEDIATELY **DEADLINE: 7 DAYS!!**

PLEASE ATTACH TRANSFER COUPON HERE

[1] Identification of the beneficiary:
3019863458 03412477.0.16
MRS M

[2] Your prize:
CHEQUE

[3] Amount of main prize:
£ 20,000.00

[4] Concerns account number:
160.001.131

YES, as holder of a winner's account, I accept the conditions I have read and I authorise you to transfer my cheque. For this I am attaching my coupon for guaranteed prize transfer.

YES, send my cheque to the above address.

YES, I would like to receive my CHEQUE IMMEDIATELY and, therefore, I respect the SIMPLIFIED TRANSFER PROCEDURE. So I would ask you to issue the Certificate for long-term wins in my favour and to send it to me. In that way, my documents are processed immediately and I receive my cheque IMMEDIATELY after processing, that is to say within a few days. For the issuing of the Certificate and the immediate dispatch together with my cheque, I just have to pay £ 30 for the processing fees and £ 5 for the postage. The usual fee amounting to £ 60 does not apply to me. So I am paying only one half of the normal price!

Optional:
 Please send everything to me as Insured Item. For that service, I am paying an additional £ 5. (So I am paying a total of £ 40).

I am paying £ 35 or £ 40 as follows:
(Fill out and return in the enclosed reply envelope)

By bank or postal cheque made out to By cash enclosed

By credit card: Visa MasterCard American Express

Card No.: _____

Expires on: _____

Date: _____ Signature: (required for credit card payment) _____

I have read, understood and accept all the conditions.

E-Mail: _____

The Certificate for long-term wins is an additional privilege granted to the owner of the document exclusively. This privilege is not transferable to third parties!

The Certificate for long-term wins ensures the holder regular Guarantee-Wins up to **£ 100,000.00**.

Through the present document, the _____ provides to _____ the right to have the Certificate for long-term wins issued in her favour.

Period of validity of this vested right to the issue of the Certificate: **10 days!**

So don't miss this opportunity! In addition, you benefit from the IMMEDIATE DISPATCH OF YOUR CHEQUE that you have already won.

3019863458 03412477.0.16 H477_UK

Dr. Harau

Requests money first before getting prize.

Made to look authentic with directors name, picture and signature.

Stamps are used to make it look official.

Fake testimonials or money back guarantees to make offer seem genuine.

Often says to keep their winnings a secret.

over-guarding
Adults Board



Scam victim's house.

Coventry Safeguarding Adults Board

Would you respond?

Inconsistent email address.

Incorrect URL / website links.

Poor spelling and grammar.

Pressure to respond.

Often contains an attachment.

Overuse of capital letters.

From: MRS.E <hmrc.refund@intelite.info>
Date: 8 June 2016 at 16:33
Subject: Contact Western Union Office
To:

Good day,

We have deposited your fund of \$2.5million usd dollars through Western Union department after our finally meeting regarding your fund, All you will do is to contact western union director Pastor Terry Cool (western_money_transfer@outlook.com) He will give you direction on how you will be receiving the funds daily. My agreement with them is \$5000 daily until the whole funds is transferred to you, Contact western union director Terry Cool send him your Full information to avoid wrong transfer such as,

Receiver's Name.....
Address.....
Country.....
Phone Number.....

Though, Terry Cool has sent \$5000 in your name today so contact Terry Cool or you call him +229-62258844 as soon as you receive this email and tell him to give you the Mtcn, sender name and question/answer to pick the \$5000 Please let us know as soon as you received all your fund,

Best Regards.
MRS.E

Absent or inadequate email signature.

Inconsistent subject and content.

Vague or non-existent subject.

Not addressed to a specific person.

Requests for personal or financial information.

guarding

How to **spot** a victim...



Postal Scams

- Post office
- Mail
- Stamps
- Cheque books
- Products
- Free gifts



Telephone Scams

- Phone calls
- Payments
- SMS messages
- Friends
- Helpful caller
- Opportunities



Doorstep Scams

- Poor quality
- Unnecessary work
- Fearful
- Pressure
- Cash withdrawals



Online Scams

- Suspicious emails
- Final demands
- Refunds
- Online relationship
- Payments

Financial hardship and / or self neglect

Coventry Safeguarding
Adults Board

Consequences of falling for scams...

Attempt or
commit suicide

Poor mental,
physical or
emotional
health

Debts

Damaged
relationships

Repeat
victimisation

More likely to
end up in care

Scams are **the product of organised, predatory criminals...**

- ...who gain trust to exploit and steal money.



Top tips – what can you do to protect yourself and/or others?



1 Never disclose security details

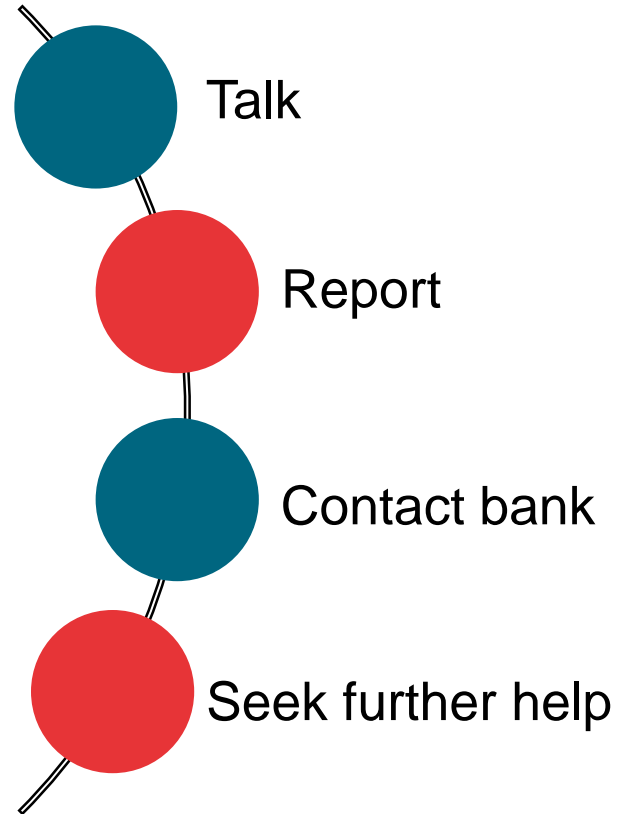
2 Don't assume everyone is genuine

3 Don't be rushed

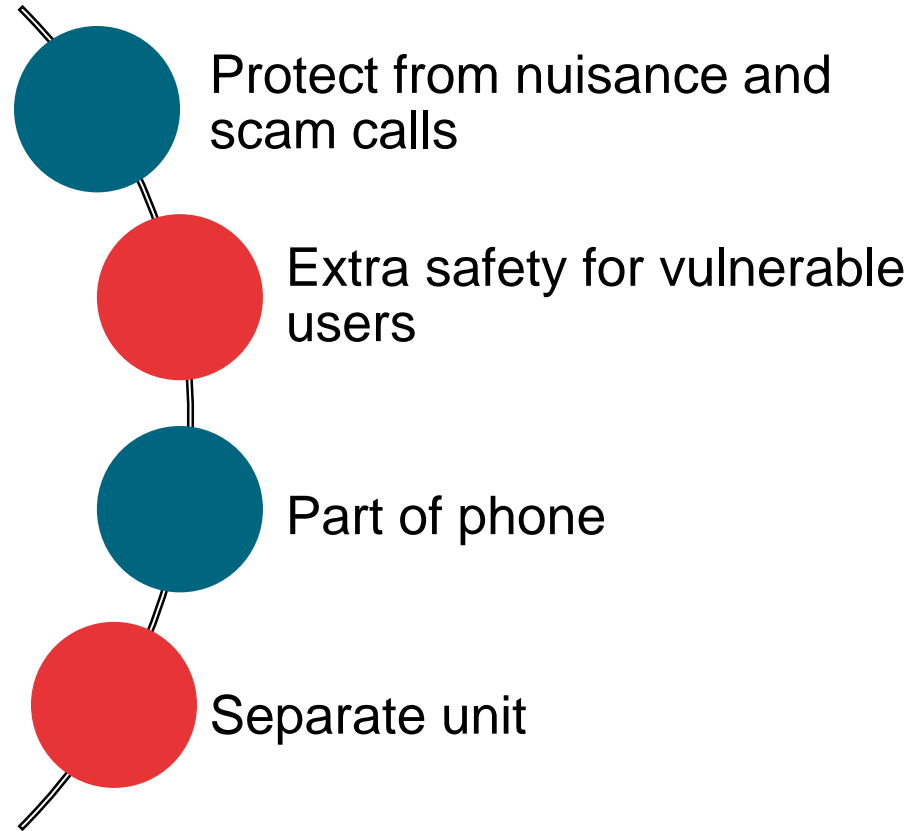
4 Listen to your instincts

5 Stay in control

Top Tips - what more can you do?



Call blocking



What we do



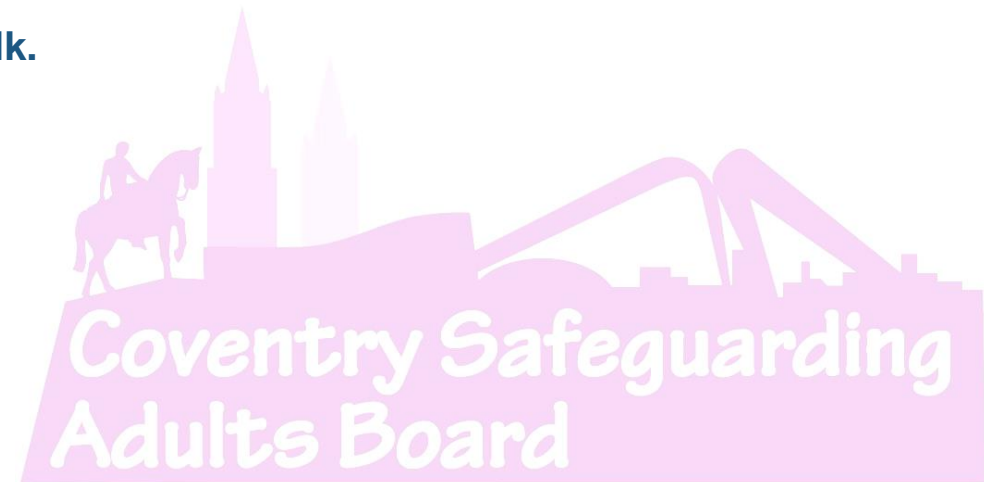
News and Scam Alerts from Coventry Trading Standards - 10 June 2019

In this issue:

- [Scams Awareness Campaign 2019 Stop. Report. Talk.](#)
- [Older people at 'heightened risk' of investment scam calls](#)
- [Common scams to watch out for](#)
- [Help for older people](#)
- [How to report scams](#)

Scams Awareness Campaign 2019 Stop. Report. Talk.

confident, alert and



Rapid response – rogue traders

- **Banking Protocol**

- Financial institution will question large withdrawals, if they suspect anything untoward they telephone 999 and quote “Banking Protocol”
- Police will dispatch a unit and undertake an initial investigation.
- Police should contact Trading Standards, so they can attend the bank alongside the police. If this is not possible, then the officers should liaise with local trading standards after the incident to share intelligence, expertise and agree who will lead on any investigation that follows.
- Our aim is to Disrupt – Intervene – Share Intelligence – take enforcement action. via rapid response to incidents to intervene. We will go out to try and prevent a local resident becoming a victim, check paperwork, capacity / vulnerability of consumer, gather evidence. .



Prosecution – Summit Roofguard Limited

Nadeen Yasin secured seven fraudulent sales for replacement windows from elderly and vulnerable people ranging in age from 60 to 80, on the basis they would benefit from a non-existent government scrappage subsidy worth about £2,000, or funding from the charity Age UK.

Summit Roofguard Ltd ordered to pay a fine of £3,500 – £500 for each of the seven charges – and court costs of £2,552.

Nadeem Yasin received a 12-month community order, ordered to do 240 hours' unpaid work, and told to pay £500 costs.



Coventry Telegraph

Coventry Safeguarding
Adults Board

Another case – What is the connection?

Elderly couple in their 90's taken to Building Society to withdraw £7,500 for roofing / building work, staff contacted Trading Standards and we attended.

Inspection of the roof by an expert found:

- Building Regulations had not been applied for,
- standard of work was extremely poor
- Work claimed to for had not been done

Three people were sentenced at Warwick Crown Court:

Nadeem Yasin sentenced to 9 months imprisonment, compensation of £3,919, disqualified from being a company director for 5 years.

Ahmed Barbar, former director was sentenced to 4 months' imprisonment, suspended for 12 months and 200 hours of unpaid work. compensation of £3,919.00 + costs of £3,000,

Admadzai Mohammed Naeem trading as N and U Property Solutions was given a Community Order requiring 120 hours of unpaid work and eventually deported.

NTS Scam Team

- Refer victims details to us
- Promote Friends Against Scams
e.g. Scam Marshals / Champions
 - Scam Marshals send in their scam mail to the investigations team (Freepost)
- E-learning available for professionals e.g. social workers.





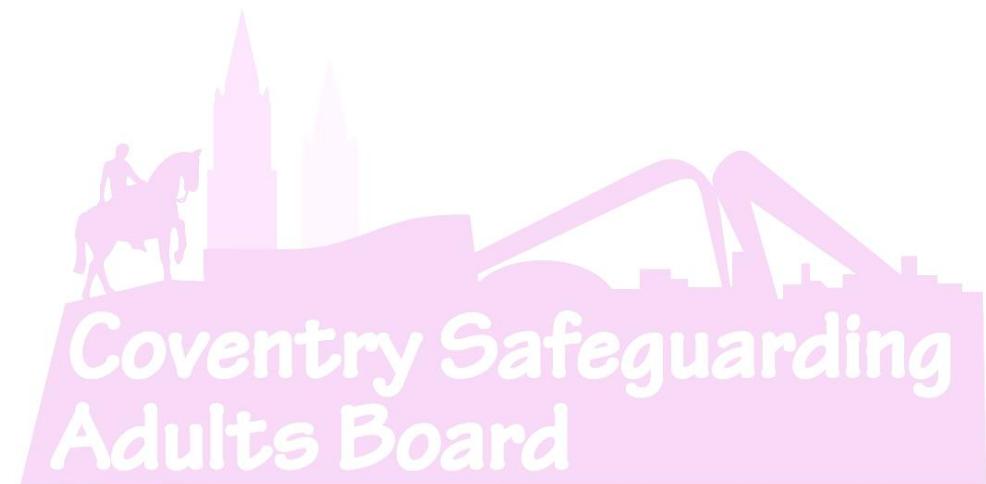
To report a **fraud**, contact:
Action Fraud on **0300 123 2040**

To get **advice**, contact:
Citizen Advice Consumer Helpline on **03454 04 05 06**



Video

- <https://youtu.be/qYvsuynSJQs>
- <https://www.youtube.com/watch?v=qYvsuynSJQs&feature=youtu.be>



Questions and Answers



Thank you

