



**Beware of telephone
scams!**

**Don't give in
to pressure**



Beware of telephone scams! Scammers pretend to be people from the police, banks or other well-known institutions. They first gain your trust, then alarm you and pressure you into transferring money or sharing personal details such as your PIN. Read our tips.

How does the scammer operate?

The scammer calls and says they work the police, the Ministry of Justice and Security, the bank or another well-known institution. The telephone number used to make the call usually looks right. Or they show up as a private caller.

Sometimes the scammer knows a surprising amount about you. This information probably comes from a data breach from the internet or company. They say something

to alarm you: your citizen service number is being misused', 'We've noticed suspicious transactions on your bank account.' 'There is an international warrant for your arrest.' Or some other plausible-sounding story.

To limit the damage, they always ask you to transfer a large sum of money straight away or hand over your bank card. Sometimes a fake police officer or a courier even comes to the door to collect your bank card. They also seem to be helpful. They may ask you

to install software such as Anydesk or Teamviewer to look into your computer or phone remotely.

What are the telltale signs?

Scammers are very good at manipulating you. They will always exert some form of pressure. They can be very intimidating.

They may try to alarm you about what will happen if you do not transfer the money right now.



Be aware that a recognised institution such as your bank, the police or other government agency will never pressure you to act immediately. Nor will they ever ask for personal information such as your PIN, payment details or citizen service number.

Never give your bank card to anyone else, even if it has been cut.

Do not install remote software on your computer so that others can access it.

Always keep personal information to yourself. Your bank will take the necessary measures if fraud is detected.

What should you do?

Hang up immediately. Also if in doubt. Look up the institution's number and call back. Sometimes scammers give you a phone number to call back so that you can check. This is another false number. Always look up the correct number yourself and wait until you get someone on the line to check whether the information is correct.

Have you fallen victim to a scam? You are not alone. Call your bank directly. Always report it to the police. Call 0900 8844 for an appointment or check [police.nl](https://www.police.nl) for more information.

