



POLICE CONNECT
Keeping you informed, keeping your community safe

Officers are seeing an increased number of thefts in Suffolk, mainly targeting older people, in which their bank cards are stolen and then fraudulently used.

Offenders are known to use a variety of methods including 'shoulder surfing'; standing close enough to the victim to identify their PIN number when using a bank card, before then stealing the card using different methods of distraction.

In a previous incident a woman suspect was seen to approach a pensioner using a cashpoint machine (ATM). She purposefully dropped something on the floor and nudged it towards the victim. She told him that he had dropped something and as he bent down to pick it up the woman's accomplice took the victim's card from the machine and swapped it for another without him noticing. It is believed that the accomplice was watching as the victim entered his PIN into the machine. The victim then took the swapped card from the ATM, none the wiser that the suspects had both his bank card and the PIN. The suspects then used the card to obtain cash from the victim's account.

More recent methods used by suspects have involved asking for directions/change, particularly in supermarket car parks. Whilst the victim was distracted, the accomplice stole bank cards from the victim, often without the victim noticing. The suspect or their accomplice obtained the PIN by watching the number being entered either at the supermarket till or ATM.

Officers are particularly keen to trace any vehicles that might be used by the suspects who are described as being a white man and a white woman who both wear smart casual clothes. The woman has long blonde hair sometimes tied up. Both are described as speaking with east European accents and police are releasing CCTV images of them in a bid to trace them.

Anybody who knows the identity of this man or woman or has any information are asked to call Suffolk Police on 101 reference 14757/15 or contact Crimestoppers

anonymously on 0800 555 111 FREE or through their anonymous online form at www.crimestoppers-uk.org.

Members of the public are urged to be extra vigilant when using their bank cards and to call Suffolk Police on 101 straightaway if they see anything suspicious at cashpoints or see people loitering around, or constantly returning to the machines.

Police are urging the public to take the following advice;-

Be vigilant when entering your PIN - make sure you cover the keypad on both chip and pin machines and at cash points every time you enter your PIN

Be aware of who is around you and make sure people stay a good distance away from you.

Don't let anyone distract you while you are using the cash machine or making a card payment. Cancel the transaction if you are worried.

Keep your valuables secure - never leave them unattended, even for few moments. Keep your belongings tucked away safely in a zipped pocket or bag and use a purse chain if you have one.

Report stolen cards - if you lose your wallet, report it to your bank immediately.

Help us keep our communities safe by reporting any suspicious activity.

Please use the following link to pass useful information to Suffolk Police about any incident. <http://www.suffolk.police.uk/safetyadvice/reportacrime/tellthepolice.aspx>

DO NOT USE THIS LINK IN AN EMERGENCY OR IN A SITUATION THAT REQUIRES AN IMMEDIATE POLICE RESPONSE WHEN YOU SHOULD RING 999.

Police Connect Team