

GIFT CARDS: STOP. CHECK. PROTECT.

Criminals often demand payment through gift cards. The customer may believe they are doing the right thing, or they might feel scared, embarrassed, or under pressure.

Your awareness can stop the fraud and protect them from harm.

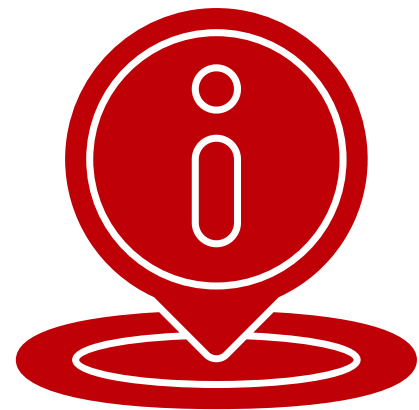
WARNING SIGNS:



Buying multiple gift cards in a short space of time.



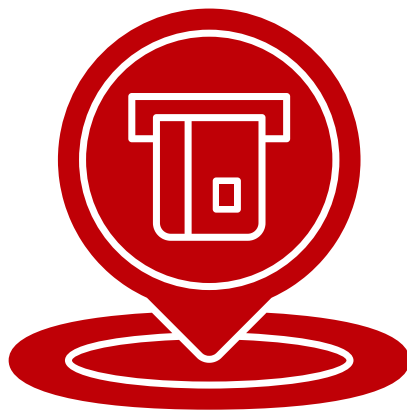
Are they elderly or vulnerable?



Appearing anxious, stressed or rushed.



Buying gift cards for online stores, gaming or multiple retailers.



Purchasing high value gift cards (£100+).



Being on the phone, or being coached, during the purchase.

WHAT YOU COULD ASK:

Is this for someone you've met online?

Will you be sharing the gift card code with someone today?

Has someone asked you to buy this gift card for them?

Has someone asked you to lie?

WHAT NEXT?

- 1 Remind the customer that criminals often ask for gift cards in online relationships.
- 2 If you are suspicious or if any of the questions were answered "yes":
It is recommend that you decline the sale - it could be funding organised crime.
- 3 Encourage the customer to speak with someone they trust.