

Impersonation unmasked

How Betty's bank stopped a scam

Eighty-four-year-old Betty attempted to make an initial payment of **£21,000** for building work on behalf of her grandson.



The bank considered the **transaction suspicious**, and their fraud team **contacted Betty for details**. Together they discovered the 'builder' was **a scammer**.



Betty added that someone had contacted her **claiming to represent the bank**. The **scammers** were asking for her **help to stop internal fraud** that they claimed was occurring within the bank.



Betty's **real bank** managed to intervene **with fraud education**, and **prevented her from losing a total of £42,000** by **intercepting the suspicious transaction**.

