



# Actions you can take to stop fraud

UK consumers lost over £1bn to fraudsters in 2023.

We have created a helpful checklist of actions you can take to stop fraud. Together, we won't let the fraudsters win.

Checklist			✓
1	<b>Stop, Think, Check</b>	When asked for any personal information, take a minute to Stop, Think about why you are providing it and Check before you share that it is a legitimate request.	
2	<b>Be Fraud aware</b> Increase your fraud awareness	Visit our Security and Fraud page regularly for details of scams, guidance on what to look out for and further tips on how to keep safe: <a href="http://www.bankofirelanduk.com/help-and-support/security-and-fraud/">www.bankofirelanduk.com/help-and-support/security-and-fraud/</a>	
3	<b>Report suspicious communications</b> Reporting fraud will stop further attacks	<b>Text Messages</b>	
		<ul style="list-style-type: none"> <li>▶ Forward the text to 7726 (SPAM)</li> <li>▶ Send a screenshot of the text to <a href="mailto:365security@boi.com">365security@boi.com</a></li> <li>▶ Report it to Action Fraud: <a href="http://www.actionfraud.police.uk">www.actionfraud.police.uk</a> or call 0300 123 2040</li> </ul>	
		<b>Phone Calls</b>	
		<ul style="list-style-type: none"> <li>▶ Text the word "call" followed by the senders number to 7726</li> <li>▶ Report it to Action Fraud</li> </ul>	
		<b>Emails</b>	
		<ul style="list-style-type: none"> <li>▶ Forward all suspicious emails to <a href="mailto:report@phishing.gov.uk">report@phishing.gov.uk</a></li> <li>▶ Forward BOI UK Suspicious emails to <a href="mailto:365security@boi.com">365security@boi.com</a></li> <li>▶ Report it to Action Fraud</li> </ul>	
		<b>Social Media Fake Adverts and Goods</b>	
		<ul style="list-style-type: none"> <li>▶ Report Scam adverts to the Advertising Standards Authority: <a href="http://www.asa.org.uk">www.asa.org.uk</a></li> <li>▶ Report suspicious adverts or fake goods to the platform</li> <li>▶ Report the seller of fake goods to:               <ul style="list-style-type: none"> <li>▶ Action Fraud.</li> <li>▶ Crimestoppers: <a href="http://www.crimestoppers-uk.org">www.crimestoppers-uk.org</a> or call 0800555111</li> </ul> </li> </ul>	
4	<b>Talk to Family and Friends</b>	Ensure Family and friends know how to identify and report fraud. Understand that fraudsters may contact you pretending to be a friend or family member asking for an emergency transfer of funds so always contact friends and family directly on an existing number you hold for them.	

Bank of Ireland UK is a trading name of Bank of Ireland (UK) plc which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Registered in England and Wales (No. 7022885), 45 Gresham Street, London, EC2V 7EH.