



BAILIWICK OF GUERNSEY
LAW ENFORCEMENT



States of Guernsey Trading Standards

29th September 2020

Bailiwick Law Enforcement in partnership with Trading Standards are warning locals to be on the guard for a scam where callers are pretending to be from Amazon Prime.

These calls are initially in the form of an automated pre-recorded message encouraging the recipient to press a number, once the number has been pressed the phone connects to a fraudster posing as an Amazon Prime representative. The Representative will come up with a story of how your Amazon Prime account has been hacked and will then try and encourage you to give them remote access to your computer supposedly to fix a security breach.

Simple advice: just hang up.

Do not give over the phone any personal details, bank account details including pin numbers or any other information that could identify you or where you live. Legitimate callers will never ask for this of information. If in doubt hang up, use another phone and contact your bank or the company calling you by using contact details provided by them.

If you think you have fallen for a scam, contact your bank immediately and report it to Action Fraud on 0300 123 2040 or actionfraud.police.uk. You can also contact Guernsey Police on 725111 or fraud@guernsey.pnn.police.uk and Trading Standards at scams@gov.gg or tradingstandards@gov.gg