

# TIAA's Be Scam (Fraud)

## Savvy Month

# Webinar feedback

As part of TIAA's Be Scam (Fraud) Savvy! Month long initiative, we delivered our first of two webinars. Thanks you to the delegates who attended (132), which was a fantastic response and demonstrated the high level of interest and appetite for people to understand more about how they can mitigate the risk of fraud from occurring within their organisations and private lives.

We have a broad spectrum of attendees nationally, from local government, charities, housing, healthcare, education and private individuals.

The session was delivered by David Foley, Regional Managing Director TIAA, supported by Rachael Tiffen, Director of Public Sector and Learning, CIFAS. Melanie Alflatt, Director of Anti-Crime Services, TIAA also participated in the panel session.

The session covered the views from CIFAS, whereby Rachael outlined the role of CIFAS, the common frauds and levels being faced across the UK, supported by case examples that are prevalent.

David outlined the threats faced by social engineering and how fraudsters do, on occasion operate with similar fraud types are certain points in the year. Described as 'seasonal' and 'event driven' frauds.

David also outlined fraud types involving Authorised Push Payment Fraud, Donation Fraud, Romance Fraud, Investment Fraud and Recruitment Fraud and measures to assist in preventing falling victim to these.

We ran an anonymous poll, where we asked five questions of attendees on the session. The results outlined the following:

- **22%** had been a victim of online fraud
- Of these, 60% had reported the fraud

We asked what was the impact that the fraud had:

- **45%** stated they lost money
- 18% had lost data / information
- 27% stated that there was an impact on their health e.g stress and anxiety

We asked 'Does your organisation have a policy, framework or offer assistance to staff who may fall victim to fraud?'

- **53%** stated that there was some form of assistance available to staff within their organisations. This is positive, as our experience shows that matters that happen outside of the workplace, are typically not covered by an employers policy, framework or support mechanisms. TIAA is undertaking work involving financial wellbeing to highlight the risks of not supporting staff who may suffer fraud outside of the workplace.



The panel session allowed delegates to ask questions, of which covered the following areas:

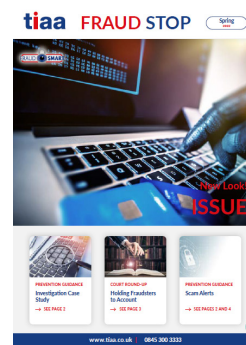
- Scam texts received and how to stop / report them
- How and where to report nuisance calls
- Details on prosecution levels for fraud within the UK
- Where are fraudsters situated / operate from
- Handheld devices used with mobile phones and the risks



#### General advice and sources of information:

[www.actionfraud.police.uk](http://www.actionfraud.police.uk) (to report incident fraud / where you believe you are a victim)  
[www.ncsc.gov.uk](http://www.ncsc.gov.uk) (to report scam texts or emails)  
[www.ico.org.uk](http://www.ico.org.uk) (to report nuisance telephone calls)

Contact us to find out more about our Fraud Smart Service



For more information about how our Anti-Crime Team can help you, please contact:

- **David Foley**, Regional Managing Director
- **M: 07786 856 973** | **E: David.Foley@tiaa.co.uk**



[www.tiaa.co.uk](http://www.tiaa.co.uk) | 0845 300 3333