

Intercepting impersonation fraudsters

The story of Georgina's transfer recovery

Georgina is 85 and was **scammed** while spending time in hospital with her husband in his final days.



She was **texted and called** by someone claiming to be from her **bank's fraud department**, saying that her account 'had been compromised' and that she needed to transfer her money to a safe account.



Georgina made five payments over four days, **totalling over £100,000**. Her **bank's fraud detection system was alerted** and the bank asked her to go to her local branch to discuss it. Georgina was convinced the payments were genuine and despite warnings from the branch staff, she approved them.



She started to suspect something was wrong when the **scammer stopped all communication** with her.



She got back in touch with the bank and its complex case team investigated.

Although her claim was over £85,000, the bank decided to **reimburse her the full value** because Georgina was vulnerable at the time of the scam.