

How to check an officer's identity

If Police Scotland contact you, they will do so in person, by phone or by email.

Contact in person

Our officers will always have their Police Scotland Warrant card with them, which you can ask to see.

Contact by phone

Our phone number should show as 'Private', not 'Withheld'. If you are unsure, hang up.

Email

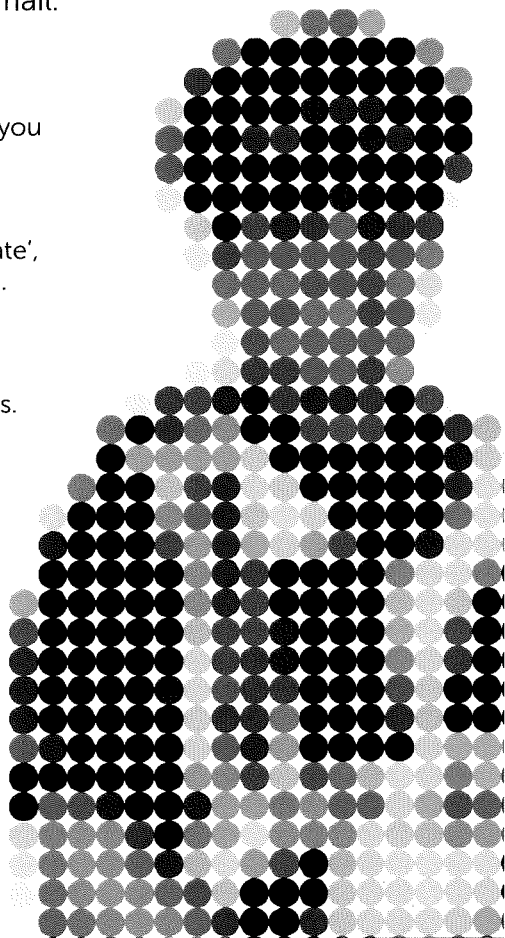
Our email ends in '@scotland.police.uk'. Ensure you fully check the sender address.

In every instance

An officer is formally identified by their shoulder number and is required to provide it when asked for it. If in doubt, call **101** with their shoulder number to verify their identity.

If they have called you via a landline, try to use a different phone to call **101**.

Do not let them into your home or continue the conversation until you are satisfied with their identity.



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scotland.police.uk

An officer of Police Scotland will never:

- Ask for your PIN number for your bank card
- Ask you to transfer money from your account
- Ask you to withdraw cash or buy foreign currency
- Ask you to hand cash or bank cards to a courier or anyone else
- Ask you to pay a fine or fee to them or a third party over the phone or online
- Ask for remote access to your phone, computer or any other device
- Ask you for online banking login details including passwords
- Ask you to enter your personal details into an attachment they send you or a website they direct you to
- Ask you to 'assist' in an investigation by doing any of the above
- Ask you to keep their contact with you a secret and not tell anyone
- Ask you to memorise lines to say if bank staff ask you any questions
- Be threatening or abusive towards you

There are scams being reported where criminals are impersonating police officers in an attempt to get money. Often this takes the form of a phonecall.

If you receive a phonecall and are being asked to do any of the above, stop, hang up the phone and dial 101. You are at risk of losing your money.



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