





Faking it

Incidents of fraudsters impersonating customers are on the rise. With each call they try to collect pieces of data, which may not seem important in themselves but can be pieced together to commit fraud.

You're our first line of defence so be vigilant, and help us to protect customer data. Remember, if something doesn't sound or feel right, it probably isn't. Raise your suspicions to your Team Leader/TST or the floor walker.