

Dear driver,

As part of the national courier fraud awareness campaign, we are working in partnership with businesses such as yours to help protect the public from this increasingly prevalent and harmful crime.

Courier fraud continues to result in significant financial losses and disproportionately affects older individuals, with the average victim aged over 60. Taxi drivers play a vital role in identifying suspicious activity and helping to protect individuals from losing further money and high-value goods. This campaign aims to equip you with the knowledge and confidence to recognise potential victims and intervene appropriately where necessary.

What is courier fraud?

Courier fraud involves offenders contacting victims, usually by telephone, falsely claiming to be from the police, a bank, or another trusted organisation. Victims are persuaded they are assisting in an investigation and are instructed to withdraw large sums of cash or purchase high-value items, which are then handed over to a “courier” who is part of the criminal network.

What is your role?

Taxi drivers can play an important role in disrupting this type of crime. Victims often use local taxis to travel to and from the bank. Couriers also rely on taxis, arriving by train, hiring a taxi from a rank, travelling to a victim’s address to collect cash or valuables, and returning shortly afterwards to the station. By recognising suspicious journeys, short waiting times, or unusual requests, taxi drivers may have an opportunity to identify and help prevent an ongoing fraud.

You can help by:

- Remaining vigilant for journeys involving potential couriers or vulnerable passengers.
- Contacting Police on 999 if you believe you have picked up a suspected courier involved in fraud, state you think a courier fraud is in progress—this will be treated as a priority.
- Raising awareness among elderly passengers and noting any unusual or repeat fares to banks, bureau de change, jewellers or similar businesses


Questions to support customers:

If you have concerns, you are encouraged to sensitively ask:

- Has anyone claiming to be from the police, your bank, or a fraud team asked you to withdraw or spend this money?
- Have you been told you are assisting with a police or fraud investigation?
- Has anyone advised you what to say or do while making this transaction?
- Has someone arranged to collect money or items from you later?
- Have you been asked to post money or valuables?

If a customer answers “yes” to any of these questions, they could be a victim of courier fraud.

Where appropriate, please remind customers that the police and banks will never ask members of the public to withdraw money, purchase goods, or assist with an investigation in this way.



If you believe a fraud is actively taking place and the offender may be nearby awaiting cash or high-value items, please call **999** and state that a courier fraud is in progress.

Working together to protect the public

This campaign focuses on raising awareness, protecting vulnerable individuals, and strengthening collaboration with key sectors such as yours to prevent fraud before it occurs.

We greatly value your support in helping to deliver clear and trusted messaging, and in safeguarding those most at risk.

Thank you for your support.