



# CANADIAN ANTI-FRAUD CENTRE BULLETIN

Bank Investigator

2022-01-04

FRAUD: RECOGNIZE, REJECT, REPORT

The Canadian Anti-Fraud Centre continues to receive reports from victims who have been contacted by fraudsters claiming to be from their financial institution, law enforcement or one of their online merchants. Suspects claim that there have been suspicious charges on your credit card or in your online account. They claim the charge is either from an online purchase, in store transaction or overseas transfer. They then state they need your credit card information to cancel the transaction.

Many reports indicate that scammers will gain access to the victims' computer to continue the "investigation". Victims are then shown a fraudulent transaction on their online banking account. The scammers state they want the victims' help in an ongoing "investigation" against the criminals who stole their money. The alleged bank investigator and/or law enforcement official indicates they will send victims a deposit of funds, for the victims to send overseas as part of the "investigation". It is not until the transfers are completed that the victims realize funds were never deposited into their account.

## Warning Signs – How to Protect Yourself

- Calls from Bank Investigator scammers tend to happen early in the morning when a victim is still sleeping or not alert.
- Financial institutions or online merchants will never request transferring funds to an external account for security reasons.
- Criminals use Call-Spoofing to mislead victims. Do not assume that phone numbers appearing on your call display are accurate.
- Never provide remote access to your computer.
- If you get an incoming call claiming to be from your financial institution, advise the caller that you will call them back. End the call and dial the number on the back of your card from a different phone if possible or wait 10 minutes before making the outgoing call.
- Learn [more tips and tricks for protecting yourself](#).

Anyone who suspects they have been the victim of cybercrime or fraud should report it to their local police and to the Canadian Anti-Fraud Centre's [online reporting system](#) or by phone at 1-888-495-8501. If not a victim, report it to the Canadian Anti-Fraud Centre anyways.



Royal Canadian Mounted Police  
Gendarmerie royale du Canada



Competition Bureau  
Canada

Bureau de la concurrence  
Canada



Ontario Provincial Police

Canada