

Stop fraud in its tracks – video transcript

[video at https://www.youtube.com/watch?v=cC_YHrWg374]

It was late on a Friday afternoon before the bank holiday. The finance office at Anytown NHS Trust was almost empty.

Ayesha was sitting at her desk finishing off a few things when she received an email.

It looked to be from ABC Construction, a supplier for the hospital. ABC were informing the trust that their bank details had changed from today's date, and supplied new bank details.

Ayesha thought it slightly odd, but the email had the supplier's logo and branding and it seemed legitimate.

She opened the finance system to get this company's bank details amended, but then she stopped to think for a moment.

ABC Construction is definitely one of our suppliers, but how can I be sure that this email is genuine? What if it is someone trying to scam us?

Ayesha pulled up a recent alert the finance team received from the NHSCFA and her organisation's local counter fraud specialist.

The alert reminded them to always check requests for changes to supplier details by using established contact details.

Ayesha looked through her contact book and called ABC Construction.

She spoke to the finance supervisor, who confirmed that no-one at ABC Construction had emailed any of their clients about their bank account details, which in fact had not changed at all.

A shiver ran down Ayesha's spine. She realised that the email was fraudulent and realised that if she had amended the bank account details on the system, the next payment to ABC Construction, worth over £600,000, would have gone directly to criminals.

When Ayesha looked more closely at the email, it was clear that the email address was slightly different to the one she had in her contact directory. This was something she would not have really thought of checking before.

She told her supervisor about what had happened to ensure that all staff were vigilant about all future requests.

She also explained to ABC Construction that fraudsters had tried to use their name to divert payments from the NHS to their own account.

The first step to prevent fraud is to stop and think.

If something does not look or sound right, take a moment and double check if you are not sure. This will help protect yourself from fraud and it will also help you protect the NHS.

For more fraud prevention advice, please check the NHSCFA website at www.cfa.nhs.uk