

Fraudehulpdesk/Fraud Helpline

Your first point of contact for questions about fraud or scams

Most people will experience fraud or attempted fraud at some time. You don't have to feel ashamed or embarrassed if you've fallen victim to fraud or scams because many types of fraud have been very cleverly designed. And fraudsters use professional tools, which means that fraud is often not immediately spotted.

Here are a few common types of fraud or scams:

- You get a call from someone pretending to be an employee of the Dutch government, the police, or the IND. The fraudster sometimes speaks English. You are asked to give them personal data or money.
- You get a call from someone pretending to be an employee of the bank, the Dutch Tax Authority, or another authority. You are asked to transfer money or enter information.
- You shop online at a fake or fraudulent webshop: you pay but you never receive the product you ordered or you get the wrong product.
- A person pretends to be an acquaintance or relative. They send you a WhatsApp message from a 'new number', asking you to delete the old number and transfer money because of an emergency situation.
- You receive an urgent email message with an attachment or link asking you to transfer money or enter information.
- You receive a text message with a link that requires a payment to be made, for example.

What can you do?

- If you receive a call from a person or authority that wants money or information, do not transfer money or give information. Go to someone you trust or call the Fraudehulpdesk and tell them what happened.
- If you want to buy something online, first read the reviews on several websites that are not associated with the webshop. If the reviews are bad, don't buy in this webshop.
- Never just click on a link or attachment. If you're not sure who sent the message, first go to someone you trust or call the Fraudehulpdesk .
- Use a different password for each of your online accounts. Each password should be long and include different symbols. This will make it difficult for hackers to get to your accounts.

What will we do?

The Fraudehulpdesk is the national hotline for questions about fraud. We give free advice. Together with you, we try to find out what exactly happened and we advise you what to do, so that you don't lose more money.

We can also give the telephone numbers of other organisations that can help you, such as Slachtofferhulp Nederland (Victim Support Netherlands) or Centraal Meldpunt Identiteitsfraude (Central Identity Theft Reporting Centre).

Question or filing a report:

Have you been the victim of fraud or a scam? Do you have a question or are you unsure about a situation? If so, please contact us.

You can call the Fraudehulpdesk on 088-786 73 72. Please check our website for our availability by phone.

You can also report fraud or scams on our website: www.fraudehulpdesk.nl.

Our postal address is:

PO Box 963

7301 BE Apeldoorn