



**EUCPN**  
EUROPEAN CRIME PREVENTION NETWORK

1. Project title

«Phone Scams»

2. Main theme

Phone scams : "Some phone calls, cost expensive" and "The identity of the person who calls you is not always the one that is told to you"

3. Project purpose and outcome (in two sentences)

- Prevention of phone scams – citizens' information
- Citizens may recognize this kind of fraud, avoid their victimization and at the same time contribute to the detection of such cases, by making complaints in due time

4. Project submitter (Member State), project leader(s) and project partner(s)

- Greece
- Hellenic Police

5. Links to the project's website or online reports/publications (preferably in English)

Website:

[http://www.astynomia.gr/index.php?option=ozo\\_content&lang=&perform=view&id=66717&Itemid=1710&lang=&fbclid=IwAR3EG7boBi1onEIAh3\\_5TegpA126xNzGbooMNgidANb6I2hsm5r1Pc4WQr0](http://www.astynomia.gr/index.php?option=ozo_content&lang=&perform=view&id=66717&Itemid=1710&lang=&fbclid=IwAR3EG7boBi1onEIAh3_5TegpA126xNzGbooMNgidANb6I2hsm5r1Pc4WQr0)

[http://www.astynomia.gr/index.php?option=ozo\\_content&perform=view&id=132&Itemid=125&lang=](http://www.astynomia.gr/index.php?option=ozo_content&perform=view&id=132&Itemid=125&lang=)

YouTube: <https://www.youtube.com/watch?v=KT--mjO5-I0&list=PLtnblhL7y4SbNVfCR2b-jyFUoWEJPIIbd&index=2>

Facebook: <https://www.facebook.com/watch/?v=425145761257310>



PHONE

Brochure: SCAMS\_LEAFLET.pdf

#### 6. Short summary of the project (**max. 100 words**)

A spot was produced, which has been projected through television and radio stations with nationwide coverage.

A brochure was edited and disseminated to citizens (mainly elderly) - The same brochure is posted in the social media accounts of the Hellenic Police (Facebook, Twiter) in a regular basis.

Awareness-raising events (police officers as speakers) were organized throughout the Hellenic Territory.

Useful advice and information for civilians is available in the official website of the Hellenic Police.

#### 7. Project description

On 2015 – 2016 a new kind of phone scams has widely occupied the Hellenic Police Services. More specifically, the perpetrators called people (mainly elderly ones) and pretending by phone to be police officers or/and other state officials, got mainly from elderly citizens deceitfully money by:

- mainly pretending that a close relative of them (usually their child) has allegedly caused a fatal traffic accident and money should be given so as to avoid the legal consequences and
- secondly a close relative of them has been rapidly entered to a hospital, needing an immediate medical intervention, thus money is needed.

In this context, the Hellenic Police Headquarters proceeded to the creation of an information campaign, containing a set of actions aimed at highlighting the phenomenon of phone scams. More specifically:

a) The Press Office of the Ministry of Citizens' Protection created a tv and radio spot (38 sec duration), which highlight in a short and concise way the modus operandi, advising in parallel the citizens how to avoid such kind of frauds. The cost of such frauds is highlighted, with the use of characteristic phrases, such as "Some phone calls, cost expensive", "They lie to you", "Don't believe them", "It's a scam!". It ends with the advice "Don't believe them! Call immediately the Police! Call 100!".

b) The Public Security Division of the Hellenic Police Headquarters edited a brochure, the main title of which is "The identity of the person who calls you is not always the one that is told to you". The brochure describes briefly the modus operandi and advice, in simple words, is provided as above. The a/m brochure was disseminated to citizens (mainly elderly) throughout the Hellenic territory and put in display on prominent places inside Police Departments, as well as in other public places (City Halls, Banks, Post Offices etc). The same brochure has also been posted in the social media accounts of the Hellenic Police in a regular basis, as well as published through Press Releases of the Hellenic Police.

c) Finally, police officers throughout the Hellenic territory informed citizens through awareness-raising events, which were organized by the Hellenic Police (in cooperation with local and church authorities in some times), with the presence of a large number of elderly people.

## 8. Project objectives

Informing and raising awareness, so that:

People (mainly elderly ones) can recognize and avoid this kind of fraud.

People inform immediately the Hellenic Police, so that perpetrators may be arrested.

## 9. Project outcome

a) The campaign has been initially started by the edition and dissemination of the brochure, on June of 2016 (which was also reprinted and disseminated on January of 2019). Many regional Services have also printed numerous copies, with the support of Municipal Authorities. The regional Police Services organized numerous awareness-raising events, contributing to raising awareness of the elderly, mainly, citizens. The brochure has been also posted numerous times in the social accounts of the Hellenic Police.

b) The spot was initially presented in the social media accounts of the Hellenic Police (Facebook, Twitter, YouTube ) on 02-11-2016, with great resonance and response on behalf of the citizens. Subsequently, by decision of the National Council for Radio and Television (NCRTV), it was broadcast free as a social message by the country's television and radio stations for the period 15-11-2016 to 15-02-2017. Since then, the spot has been regularly reproduced both in the social media accounts of the Hellenic Police and in the television and radio stations, following a relevant decision of the NCRTV.

Moreover, many websites (blogs, sites etc) have reproduced the spot, thus contributing to the wide dissemination of the message. Indicatively, we may mention: <https://bit.ly/2Qozhxz>, <https://bit.ly/3aMHuVZ>, <https://bit.ly/34oGxSm>, <https://bit.ly/31naIaA>, <https://bit.ly/2Esh0go>, <https://bit.ly/3go5JuO>.

c) The outbreak of telephone fraud has been accompanied by the issuing of press releases, related to the arrest of persons who were committing such fraud, in which directives and advice were provided to avoid victimisation of the citizens.

#### 10. Start and end project, timescales and key milestone dates

Start date : 06/2016

Due date : To be continued (no due date has been put)

Periods that the spot has been freely broadcasted by television and radio stations: 15-11-2006 to 15-02-2017, 15-06-2017 to 15-09-2017, 01-03-2018 to 15-04-2018, 20-12-2018 to 20-01-2019, 20-02-2019 to 31-03-2019

#### 11. Funding (total budget and type of funding (e.g. ISEC, EUCPN Fund,...))

The brochure has been edited by the Public Security Division of the Hellenic Police Headquarters and was printed twice in multiple copies (30.000 on 06/2016 and 20.000 on 01/2019) by the competent Hellenic Police Service (Technical Support Division of the Hellenic Police Headquarters). The cost of the printing was covered by the budget of the Hellenic Police. The brochure was available to all the Services in an electronic format, so that it could be further exploited. For

example, many Municipal Authorities have reprinted and disseminated the brochure, by their own cost.

The spot has been produced by the Press Office of the Ministry of Citizen's Protection, with the competition of actors of the Hellenic Police's theatrical team, as well as a volunteer. The filming took place at the premises of the Hellenic Public TV (ERT) and the montaz was made by personnel of the Press Office of the Ministry of Citizen's Protection. As already mentioned, it was free broadcasted in Tv and radio stations, after decisions taken by the National Council for Radio and Television (NCRTV).

The awareness-raising events have taken place either in premises of the Hellenic Police or in paces that were granted for free by Municipalities etc. Speakers were Hellenic Police Officers.

## 12. Evaluation

The information campaign has been estimated as very positive, since the committed frauds have decreased, the attempts of such frauds have increased significantly and many perpetrators have been arrested since citizens have recognized the necessity of immediate informing of the Hellenic Police.

## 13. Contact details project

Press Office of the Ministry of Citizens' Protection: (0030) 2131520505, email: [pressoffice@ytp.gr](mailto:pressoffice@ytp.gr)

Hellenic Police Headquarters/Public Security Division: (0030) 2131520780, email: [dda2@hellenicpolice.gr](mailto:dda2@hellenicpolice.gr)