



Online Scam or Fraud

Overview

If you think you have been scammed, your first actions can affect both your financial position and the digital evidence that may later help explain what happened.

Act quickly

If money has just been transferred, contact the bank or payment provider immediately. If there is an immediate threat to personal safety, contact emergency services.

What to do now

01 Stop further contact

Do not send more money, codes, passwords or identity documents.

02 Contact your bank or payment provider

Use the official number or app, not a number supplied by the suspected scammer.

03 Preserve the conversation

Keep emails, messages, usernames, phone numbers, profile links and attachments.

04 Save transaction evidence

Keep receipts, bank references, crypto wallet details, payment confirmations and dates.

05 Secure affected accounts

Change passwords from a trusted device and enable multi-factor authentication where available.

06 Report promptly

Consider Action Fraud, your bank, the platform involved and any relevant organisation.



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What not to do

- ! Do not delete messages, block the account before preserving identifiers, or wipe the device.
- ! Do not confront the suspected scammer or warn them that evidence is being preserved.
- ! Do not install remote-access software or follow links sent by the suspected scammer.
- ! Do not rely only on screenshots when original messages or emails can still be preserved.

Evidence to preserve

- ✓ Original emails including headers where possible
- ✓ Full message threads with timestamps
- ✓ Phone numbers, usernames and profile URLs
- ✓ Payment references, invoices and bank details
- ✓ Screenshots showing the wider context, not isolated lines
- ✓ Device details and any remote-access apps installed
- ✓ A short timeline of what happened and when

Before speaking to a forensic specialist

Keep the original device or account available, avoid unnecessary changes, write down the sequence of events while it is fresh, and explain any containment or recovery actions already taken. The more complete the context, the easier it is to assess what evidence may still be available.

Need help now?

Digital Forensics can assist with evidence preservation, forensic examination and clear reporting.

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