

**Keeping calm under pressure
with Jason Fox**

(Mobile phone rings)

'Simon': Hello... what, my tax return? You're joking!

I'm sure I did it right.

Yeah of course. Do you need it now?

Yeah, er... it's B for Bravo, A for Alpha, J for ... Jalapeno.

(Loud food processor sound)

Jason Fox: Hey, hey, hey Simon

Let's just slow things down.

If they're genuine, they'll let you call back.

Voiceover: Impersonating an authority is a tactic fraudsters use to put pressure on you.

Is this an expected call?

If they're genuine, they'll let you call back.

Jason Fox: Well done mate.

Oh, by the way, it's J for Juliet, not Jalapeno.

(Crunch)

(Calm background music. Mobile phone vibrates repeatedly)

'Ana': Oh no!

You're Jason Fox!

Jason Fox: Take a pause Ana

Is that *really* a message that your bank would send you?

Voiceover: Check the spelling and grammar. Don't be rushed.

You can always call your bank directly using the official number on their website.

Jason Fox: But for now, let's breathe.

(Calm background music)

Jason Fox

These are just two examples of how fraudsters can use pressure to scam you.

I'm Jason Fox, and I work in high pressure situations all the time in the field.

Under pressure, our ability to make intelligent decisions is seriously impaired.

Here are some tips for how to deal with these situations.

Give yourself a moment: Fraudsters put you under pressure by saying something is urgent.

Stay on the defensive: Think twice about it now and you could save yourself from a scam.

Next, look out for impersonators: The enemy in the field wears camouflage, and so do fraudsters.

Hold your ground: If it's a legitimate organisation, they'll let you call them back on an official number that you know is theirs.

Stay rational: When you're under pressure, emotion can take over. If an offer is too good to be true, it probably is.

Work in a team: If you sense danger or are unsure of something, recruit the support of friends or family. Ask if it feels right to them. The best operations always work as a team

Keep your information secret: Use strong passwords that are different from all your online accounts. And don't use email or your notes to store them. You don't want any of this intelligence in enemy hands.