



Press release

Police again warn against online shopping scams with campaign

Online shopping is popular and has received another boost due to the pandemic. As a result, card offences are also on the rise. As early as autumn 2021, the police provided information about the most important forms of fraud and precautionary measures when shopping online with the national campaign #watchout. They will do this again with various measures online and stand campaigns on the streets from 3 May. The spotlight will be shifted to the latest scam, where victims unknowingly activate a mobile payment system.

Zurich, 3 May 2022 – Shopping on the internet is fundamentally safe. Card processors and banks invest a lot to keep debit and credit card security systems up to date and stay one step ahead of fraudsters. “Unfortunately, despite many warnings and preventive measures, we find that debit and credit card users are careless with their personal data in every case of fraud. Payments are often confirmed without the cardholders even reading what they are confirming. They simply press OK or continue,” explains Captain Rolf Nägeli, head of prevention at the Zurich City Police. “Or cardholders give out personal details or even confirmation codes without a second thought.”

Generate concern

This is exactly where the police’s #watchout campaign comes in. “Our aim is to use concrete examples to wake up card users and show that caution is also required when shopping online,” Rolf Nägeli explains further.

The national campaign #watchout was first launched in autumn 2021 and met with great interest. “We’ve received a lot of positive feedback. Our videos in which victims of card abuse tell what happened to them have gotten a lot of views,” Nägeli says. “Within five weeks, we were able to reach around five million Swiss people with the campaign. And almost 40,000 people checked out the card-security.ch website during the campaign for more information.” The aim of the police is to raise awareness of the issue among the population in order to be able to avoid such offences in future.

New, current scam

Towards spring 2022, the campaign website [card-security.ch](https://www.card-security.ch) was expanded and a new video was added to the campaign videos with a current fraud scam that has become more explosive during the last few months.

This new scam makes it clear that fraudsters spare no effort to steal money from their unsuspecting victims. They exploit the good faith or carelessness of their victims. Specifically, this is about a young woman being asked to make an additional payment for a package she is expecting very soon. As she has indeed been waiting for a delivery for some time, she quickly follows the instructions she receives and enters the confirmation code – but without reading what she has actually confirmed. The scammers have cleverly arranged the whole thing so that the young woman activates a mobile payment system instead of making an additional payment. This now gives the fraudsters a free hand to make further purchases without their victim noticing. The rude awakening comes much later when the accounts are settled. [Watch videos](#)

“We have encountered this new case several times in recent months. It shows just how unsuspecting some card users are and how brazen the fraudsters are,” says Rolf Nägeli. “Fortunately, however, many mistakes can be avoided by following a few precautions.”

About the campaign

The #watchout campaign was launched by the police as part of Card Security. The second wave will run from May 2022 – mainly on the internet with various online measures. At the same time, the police will also be informing people directly with [flyers, posters](#) and giveaways. Information on the campaign, prevention measures and a new knowledge test can be found at: <https://www.card-security.ch/en/watchout>.

Contact

Captain Rolf Nägeli, Head of Prevention, Zurich City Police
Tel. direct: 044 411 74 50
E-mail: rolf.naegeli@zuerich.ch

The campaign focuses on seven typical scams that card fraudsters use to harm their victims.

watchout

The offer on the website was too good to be true. Then my money was gone!
Sarah M., victim of card fraud

Police www.card-security.ch

watchout

I confirmed a payment with my mobile. Then my money was gone!
Steven R., victim of card fraud

Police www.card-security.ch

watchout

I only opened the email because I was curious. Then my money was gone!
Sabina G., victim of card fraud

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I didn't check the bill. Then my money was gone!
Paul A., victim of card fraud

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I only gave them my code. Then my money was gone!
Anna W., victim of card fraud

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I just clicked «Next». Then my money was gone!
David L., victim of card fraud

Police www.card-security.ch

watchout

I didn't read the text message carefully. Then my money was gone!
Martina T., victim of card fraud

Police www.card-security.ch