



Lost money due to online fraud? Here's what you need to know when reporting it to the police.

Always contact your bank's fraud department first (available 24/7). The telephone numbers can be found on the flip side. Afterwards, be sure to report it to the police as well!



You should bring this info along when filing a police report:

Gather as much **bank information** as possible:

- Your bank account number
- Number of the misused card(s)
- Account statement or transaction summary of all fraudulent transactions containing at least the following:
 - Payee (account number and/or payee name)
 - Date, time and location of the transaction
 - Amount per transaction

All information regarding the fraud

- **Gather all information** about how the cybercriminals contacted you (or how you contacted them). Social media accounts, contact numbers, websites, emails, text messages, ...
- **Don't discard the phishing email or text message**, it may contain a lot of important information for the police. If possible, collect this info digitally (e.g. by email) so you can easily forward it to the police.
- If you were asked to **install software on your device** (e.g. tablet, mobile phone or computer), if possible bring the device with you when you report it, don't forget your charger. If you had to do this on a desktop PC, be sure to tell the police.

With this information, report the fraud as soon as possible

- Make **an appointment as soon as possible** at the police station to file a report, you can often book this appointment online at the website of your police zone or you can make an appointment by phone.
- **Make sure you take the information listed on this flyer (in the left column) with you as far as possible.**
- Provide a copy of the declaration to your bank.
- Do you **need** (psychological) **help** as a result of these events? Ask this question the police, they will direct you to the appropriate services.
- Or do you need a **listening ear or extra support**? At **CAW**, the Center for General Welfare Work, you can find support after a shocking experience. Their help is very varied and is aimed at both adults and young people. Call 0800 13 500 (free of charge). You can also email, chat or drop in. All information can be found at www.caw.be (only available in Dutch)

If you want to learn more about becoming resilient against cybercriminals, take a look at safeonweb.be or febelfin.be.



Has money been stolen from your account or do you suspect misuse of your banking details?

Banks are available 24/7 to assist you.

Below you can find the phone numbers you can call to immediately block your banking applications:

Your bank	During opening hours	Outside opening hours
Argenta	00 32 3 285 53 33	00 32 3 285 53 33
Bank de Kremer	00 32 3 245 00 11	00 32 3 245 00 11
Bank Van Breda	00 32 3 245 00 11	00 32 3 245 00 11
Belfius	00 32 2 222 46 00	00 32 2 222 46 00
Beobank	00 32 2 622 20 00	00 32 78 170 170**
BNP Paribas Fortis	00 32 2 762 60 00	00 32 2 433 43 80
CBC	00 32 16 43 20 00	00 32 16 43 20 00
CPH	00 32 78 170 170**	00 32 78 170 170**
Crelan	00 32 2 555 92 00	00 32 2 555 92 00
Deutsche Bank	00 32 2 551 99 98	00 32 2 551 99 98
Europabank	00 32 9 224 76 90	00 32 9 224 74 07
Fintro	Uw kantoor	00 32 2 433 43 80
Hello Bank	00 32 2 433 41 41	00 32 2 433 43 80
ING	00 32 2 464 60 60	00 32 78 170 170**
KBC	00 32 16 43 20 00	00 32 16 43 20 00
Keytrade Bank	00 32 2 679 90 00	00 32 2 679 90 00
Medirect	00 32 2 887 20 05	00 32 2 887 20 04
Nagelmackers	00 32 78 170 170**	00 32 78 170 170**
Triodos	00 32 2 549 57 56	00 32 2 549 57 56
vdk bank	00 32 9 267 32 11	00 32 78 170 170**

1



Call your bank **immediately** using one of the numbers listed here (some banks are also accessible online via their website or banking app).*

2

Gather as much information about the fraud as possible.

3



Report it to the police and send a copy of the report to your bank.

For more information and tips: www.febelfin.be

* The bank employee may also ask you to call Card Stop (078170 170).

** This is the number of Cardstop. Request to block your payment card(s) and/or your access to on line banking in case of fraud on your bank account.