

ActionFraud is the UK's national reporting centre for fraud and cybercrime. We take reports on behalf of the police and every report we receive helps to build a clear picture of fraud and cybercrime, making the UK a more hostile place for criminals to operate in. A list of the offences that we DO NOT take reports for is available here: [reporting page](#).

1 How to report fraud and cybercrime

Telephone



You can report fraud by calling **0300 123 2040**. Our specialist team is available Monday to Friday 8am – 8pm.

A dedicated line is available 24/7 for businesses, charities or organisations suffering a live cyber attack. **Choose option 9 on 0300 123 2040.**

Online and webchat



You can report fraud and cybercrime 24/7, 365 days a week by visiting our website: actionfraud.police.uk

You can choose to submit a report as either a registered user or as a guest.

As a registered user, you'll be able to:

- Save and resume a partially completed report
- Track progress of your report
- Add information to your report
- Receive an update by email

If you continue as a guest you will only receive updates by email or letter.

2 What you can expect



We will aim to answer your call within 5 minutes. For periods of high demand this may be longer. [View our current key performance indicators](#)



Your report will be assessed by the National Fraud Intelligence Bureau (NFIB). We will notify you within 28 days of their initial assessment of your report.

Outcome of your report



You will be informed that your report has been referred to your local police force for investigation. Any enforcement action lies with your local police force.

Or



You will be informed that no further action will be taken at this time but your report will be retained on file.

Reports are assessed on a daily basis for viable leads and are used to build a national intelligence picture.

3 What we do with your data



We refer your report to the [National Fraud Intelligence Bureau \(NFIB\)](#) to assess the level of risk and opportunities for investigation

Bank accounts, websites and phone numbers used by fraudsters can be shut down by the NFIB.



We use data matching to link reports from different parts of the country to build a better understanding of the criminals.

We also use your data to create campaigns to raise awareness of high risk fraud types and alerts containing tailored crime prevention advice to protect others.



Please note: Action Fraud does not have investigation powers and is unable to assist with the recovery of funds.

Protect yourself

Follow our social media channels for the latest fraud and cyber crime trends and find out how you, your friends and your family can avoid them. [Twitter](#) / [Facebook](#)