

## How we can support you

Victim Support's Fraud Peer Support Service can help if you are over 18 and you have been affected by fraud and live in South London, Kent or Sussex.

We provide high-quality specialist support that will help to identify and reduce risks, to recognise and build on your strengths, and help you increase your levels of resilience.

Our support can be delivered both in person and online and may include one-to-one support sessions, peer support and group work.

**VS is an independent charity. You do not have to have reported the fraud to get support from us.**

## Further information

For more information about our service, or for any questions you may have, please do reach out to us by emailing:

**[FraudPeerSupportPilot@victimsupport.org.uk](mailto:FraudPeerSupportPilot@victimsupport.org.uk)**

Or, calling: **0303 313 2955**

You can also visit our website:

**[www.victimsupport.org.uk](http://www.victimsupport.org.uk)**

Or, call our free, 24/7 Supportline on:

**08 08 16 89 111.**

## Where to go for support:

You can self-refer into the service by emailing:  
**[FraudPeerSupportPilot@victimsupport.org.uk](mailto:FraudPeerSupportPilot@victimsupport.org.uk)**

Or by calling: **0303 313 2955**

Alternatively, ask any professional working with you to refer you into the programme.

We are an **independent** charity offering **free, confidential** support to people affected by crime and traumatic incidents.

For information and support, contact us by:

- calling: Supportline **08 08 16 89 111**
- using our 24/7 live chat service:  
**[victimsupport.org.uk/live-chat](https://victimsupport.org.uk/live-chat)**
- using BSL: **[victimsupport.org.uk/bsl](https://victimsupport.org.uk/bsl)**
- Online: **[victimsupport.org.uk](https://victimsupport.org.uk)**

To find out how you can help us, visit  
**[victimsupport.org.uk/get-involved](https://victimsupport.org.uk/get-involved)**

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 [Linkedin.com/company/victim-support](https://www.linkedin.com/company/victim-support)

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Victim Support, Building 3, Eastern Business Park, Wern Fawr Lane,  
Old St Mellons, Cardiff CF3 5EA  
Telephone: 020 7268 0200

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# Fraud Peer Support Service

A specialist service supporting victims of relationship fraud in South London, Kent and Sussex, providing personalised one-to-one support, a group work programme and peer support groups.



**[victimsupport.org.uk](https://victimsupport.org.uk)**

## What is fraud?

Fraud is when deception or trickery is used to steal property, goods or money, or gain a dishonest financial advantage over another person. There are many words used to describe fraud, examples include: scam, con, swindle, extortion, sham, double-cross, hoax, cheat, ploy, ruse, hoodwink, and confidence trick.

Fraud can be committed against individuals or businesses. It can be a single action or a sequence of repeated actions.

People can also be victims more than once, especially considering how many types there are and the increasing sophistication of fraud.

**Victims of fraud can experience a range of impacts and it can be a very frightening and traumatic time. Victim Support is here to help.**

## What is relationship fraud?

Relationship fraud happens when someone is deceived by a criminal (sometimes called a scammer), into thinking they are in a genuine friendship or romantic relationship. The criminal may convince the victim to send money, or to keep hold of or transfer money to another account for them. These frauds often take place online, with the criminal creating a fake identity and using stolen images to convince the victim they are real.

Relationship fraud can affect anyone and be difficult to come to terms with.

## One-to-one support

Our dedicated fraud caseworkers offer free and confidential support. Each package of support is tailored to you individually, this may include:

- A safe space to talk about what has happened
- Information and advice on getting safe and staying safe online
- Help to make a complaint to your bank or the Financial Ombudsman
- Referrals or signposting to other organisations who can also help
- Help to cope with the immediate aftermath of fraud, and to recover in the long term.

All of our support is confidential, so we won't share any of your information unless we have your consent or someone is at risk of harm.



## Group programme

The Fraud Peer Support Group course creates a safe, informal and supportive environment in which you can learn and develop with others.

The course consists of up to six, one hour sessions where you will focus on a number of topics to help you through your journey.

Caseworkers will deliver both online and in-person groups on topics such as:

- How to stay safe
- Information and advice
- Understanding fraud and its effects
- Learning how to cope with the emotional impacts of fraud
- Reconnecting with friends, family and communities.

## Peer support groups

Ongoing peer support groups will be facilitated by our team, giving you the chance to meet and talk with other victims of fraud who have experienced similar situations to yourself.

This will involve a monthly 60 minute meeting, which will allow you to meet with other victims of fraud, to hear their experiences, exchange knowledge and to share your own story, if you wish.

You can be supported by people who understand what you are going through and you will have the opportunity to support others as you move through the sessions.

**We will help you to feel comfortable and prepared before you attend a peer support or group work meeting for the first time.**