




司法警察局
POLÍCIA JUDICIÁRIA

Theft Prevention Guideline for Jewellers

A number of jewellers have been fallen prey to theft. Culprits act like tourists who are interested in making a purchase. They use various excuses such as running out of Patacas to distract shop assistants while they attempt to steal the goods from the shop.

	Modus Operandi	Tactics
1	A customer wearing suit walks in and asks the shop assistant to show him a diamond ring.	<ul style="list-style-type: none">■ Only show one item at a time■ Take the item back before presenting another item to the customer
2	The customer decides to pay for the diamond ring in US dollars.	<ul style="list-style-type: none">■ Carefully examine the banknotes■ Report to the Police if you suspect of receiving any fake notes
3	The customer gets the shop assistant to talk about exchange rate and credit card payment.	<ul style="list-style-type: none">■ Remember to take the diamond ring back first to prevent any snatching
4	He claims his friend is coming to pay for the ring in RMB. He asks for the ring to be wrapped up but he unwraps the box several times afterwards.	<ul style="list-style-type: none">■ Don't hand the goods to the customer before the deal is settled■ If the customer insists on checking the goods again, keep a close eye on him to make sure he is not swapping or stealing the product
5	The customer claims he has to look for his friend who is nearby and says he will be right back.	<ul style="list-style-type: none">■ Make sure the goods is still in the shop before letting the customer leave
6	The shop assistant only realises the ring is gone after the customer takes off for an hour.	<ul style="list-style-type: none">■ Call the Police immediately 

Advice:

- Serving customers is just as important as taking good care of your goods and money.
- Never hand the product to the customer before the deal is closed to avoid culprits from making a snatch of the goods.
- Make sure the CCTV is well in place to capture the activities going on in the store.