




司法警察局
POLÍCIA JUDICIÁRIA

Theft Prevention Guideline for All Shops

Money Changing Fraud – committed by a group of culprits

There is an apparent increase in retail crime. Many of such cases are operated by groups of culprits who rob you by diverting your attention. As such, we advise all vendors to remain vigilant at all times to prevent culprits from taking advantage of your shop.

	Modus Operandi	Tactics
1	Customer A pays for a small-value product with a big-value note.	<ul style="list-style-type: none">■ Be alert. Ask if he has any small change
2	A couple of customers walk into the shop. Customer B keeps asking the cost of products while Customer C wants to make a payment and Customer D has a request.	<ul style="list-style-type: none">■ Don't let culprits distract you. Remain calm, and never act in haste■ Give the change to Customer A first, and then serve your customers one by one
3	Customer A urges you to break his banknotes as he is in a hurry.	<ul style="list-style-type: none">■ Be extra cautious to avoid being tricked■ 3 steps to follow: take his notes, check and count carefully before handing him the equivalent amount of small change■ Never act in haste
4	While you are handling Customer A's request, other customers waiting in line become impatient.	<ul style="list-style-type: none">■ Stay calm and reassure other customers■ Deter any stealing by keeping an eye on the till and the goods■ Should you believe something unusual is going on, count and see if any of your property is stolen
5	The store is robbed of its money and goods.	<ul style="list-style-type: none">■ Report to the Police immediately 

Advice:

Install CCTV near the till or in noticeable places if possible as surveillance cameras can act as deterrents to perpetrators.