




司 法 警 察 局  
POLÍCIA JUDICIÁRIA

## Theft Prevention Guidelines for Shops Beware of Money Exchange Gangs – Using foreign currency in transactions to commit crimes

Crimes frequently occur in shops in Macao. In some cases, thieves attempt to use counterfeit banknotes by insisting on making payment in foreign currency. We hereby encourage shops to strengthen their awareness to reduce criminal opportunities.

	Modus Operandi	Tactics
<b>1</b>	A customer uses a high-value foreign banknote to purchase a relatively low-value item.	<ul style="list-style-type: none"> <li>▪ Be alert and ask if the customer has smaller change.</li> <li>▪ If the customer does not have smaller change, carefully examine each banknote to determine its authenticity.</li> </ul>
<b>2</b>	Situation 1: The customer uses a foreign currency that is frequently circulated in Macao to make payment, e.g. Hong Kong dollars, Renminbi.	Situation 1: <ul style="list-style-type: none"> <li>▪ Carefully examine the authenticity of each banknote.</li> <li>▪ If change in that currency is not available, the shop attendant should inform the customer during the transaction process that only Macao Pataca is accepted.</li> <li>▪ Should the customer refuse to pay in Macao Pataca, request the customer to have money exchanged at a bank or a money changer before making payment.</li> </ul>
	Situation 2: The customer pays with a currency not frequently used in Macao and suggests calculating the price at an exchange rate that is lower than the market rate.	Situation 2: <ul style="list-style-type: none"> <li>▪ Don't be tempted!</li> <li>▪ Refrain from accepting foreign banknotes that seem unfamiliar or are rarely circulated in Macao.</li> <li>▪ Request the customer to have money exchanged at a bank or money changer before making payment.</li> </ul>
<b>3</b>	When the shop attendant requests the customer to have the banknotes exchanged prior to making payment, the customer repeatedly accuses the shop attendant of being untactful in conducting business to coerce the shop attendant to accept the counterfeit banknotes.	<ul style="list-style-type: none"> <li>▪ The objective of the criminal is to make the shop attendant concede to accepting the counterfeit banknotes.</li> <li>▪ Assert that only Macao Pataca will be accepted. Should the customer insist on purchasing with foreign banknotes, the shop attendant should turn down the customer's request.</li> <li>▪ Keep track of the goods in the shop and keep an eye on other customers' behaviours as some malicious individuals might seize the opportunity to shoplift.</li> </ul>
<b>4</b>	The shop incurs losses as a result of conceding to the customer's request.	<ul style="list-style-type: none"> <li>▪ <b>Report to the Police immediately</b></li> </ul> <div style="text-align: right;">  </div>

### Advice:

Should circumstances permit, install CCTV near the cashier or areas that are easily visible to deter crimes in shops.