



INFORMATION ABOUT WHAT TO DO IF YOU ARE A VICTIM OF INVESTMENT FRAUD

Have you lost money as the result of investment fraud? This fact sheets containing tips on what to do has been jointly produced by the Austrian Financial Market Authority (FMA) and Vienna Provincial Police Directorate (LPD Wien).

- Contact your bank immediately! If money has gone out of your bank account, you can submit a request to have it refunded.
 - Information from the FMA about safe payments on the Internet can be found [HERE](#).
 - Information from the FMA about incorrect charging of your account can be found [HERE](#).
- Find out whether your bank account is secure. This is particularly important if you have authorised remote access to your computer or mobile phone (e.g. using AnyDesk or TeamViewer)
- Report the incident to the police! Make the report at your nearest police station. If the matter is a cross-border one, then the relevant police forces exchange information through international legal channels.

Bring the following items with you to the police station:

- Your photo identification document
- Your laptop and mobile phone, if you used them to communicate as part of your loss incident.
- Your documents related to the incident - e.g. account receipts, contracts, letters, and other documents from which the facts and what happened are apparent.
- All your communication about the incident – e.g. e-mails, chats, SMS, etc. Prepare screenshots from WhatsApp, Telegram, SMS, Facebook, and other chats.
- If you communicated with the suspects by e-mail:
 - E-mail headers are important for investigations. The header contains important information the sender and the e-mail itself (e.g. IP address, date) that allows the e-mail's course can be traced.
 - The header can only be read on the device you originally received the mail on. Make the header of the mail clearly visible in your screenshots. If you unable to do so, take your laptop and mobile phone with you to the police station.

REMEMBER: Don't let being embarrassed about what has happened to you deter you from filing a police report! By not reporting the incident, you are protecting suspects and criminals. People from every age group, income and education level have all been affected and have already been victims of such crimes! By making a police report, you help prevent others from losing money!

Many thanks!