City of Richmond

Report to Committee
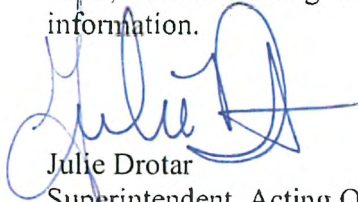
| **To:**	Community Safety Committee	**Date:**	February 11, 2022
From:	Julie Drotar Superintendent, Acting Officer in Charge	**File:**	09-5000-01/2022-Vol 01
Re:	**RCMP Monthly Activity Report – January 2022**		

Staff Recommendation

That the staff report titled "RCMP Monthly Activity Report – January 2022", dated February 11, 2022, from the Acting Officer in Charge, Richmond RCMP Detachment, be received for information.

Julie Drotar
Superintendent, Acting Officer in Charge
(604-278-1212)

Att. 4

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER	
SENIOR STAFF REPORT REVIEW	INITIALS:
APPROVED BY CAO	

Staff Report

Origin

At the request of the Community Safety Committee, the Officer in Charge will keep Council informed on matters pertaining to policing in the Richmond community. This monthly activity report for the RCMP provides information on each of the following areas:

1. Activities and Noteworthy Files
2. Analysis of Police Statistics
3. Crime Trends Across Jurisdictions
4. Block Watch
5. Community Police Station Programs
6. Crime Prevention Unit
7. Road Safety Unit
8. Victim Services
9. Youth Section

This report supports Council's Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

Enhance and protect the safety and well-being of Richmond.

Analysis

Activities and Noteworthy Files

Shooting

On January 3, 2022, Richmond RCMP officers responded to Richmond Hospital for a report of a man suffering from apparent gunshot wounds. The man received emergency medical treatment and is expected to survive. Police believe this to be an isolated incident and the investigation is ongoing.

Attempted Robbery

On January 9, 2022, Richmond RCMP officers responded to a business in the 12000 block of No. 1 Road for an attempted robbery. The male suspect departed the scene prior to police arrival. On January 15, 2022, the Richmond RCMP issued a media release regarding the incident, which included a suspect description. The investigation is ongoing.

Robbery Series

On January 15, 2022, Richmond RCMP officers responded to reports that a man was entering businesses in central Richmond and demanding money. On January 21, 2022, the Richmond RCMP issued a media release requesting the public's assistance in identifying a person of interest. The incidents remain under investigation.

Homicides

On January 25, 2022, Richmond RCMP officers were called to a residence in the 4500 block of Garden City Road. Upon arrival, officers located four deceased individuals. The Integrated Homicide Investigation Team is investigating. While police believe the incident was targeted, it does not appear connected to gang violence.

Policing Priorities in Action – Distracted Driving Enforcement Awards

Every year, the BC Association of Chiefs of Police and ICBC recognize the top 100 violation ticket issuers in the province with Distracted Driving Enforcement Awards. The following awards were presented in January 2022:[1]

- Award of Excellence – presented to 10 recipients who issued over 422 violation tickets.
- Gold – presented to 20 recipients who issued between 244 and 421 violation tickets.
- Silver – presented to 20 recipients who issued between 152 and 243 violation tickets.
- Bronze – presented to 50 recipients who issued between 96 to 151 violation tickets.

This year, two Richmond RCMP officers were among those presented with awards for their exceptional road safety enforcement efforts; one officer was recognized with a Gold award and another officer received Bronze.

Analysis of Police Statistics

Arson

In January 2022, there were five reported arsons, which is down one incident from the previous month and down two incidents from January 2021. No patterns or trends have been identified. The number of arsons this month is within the expected range.

Assault Serious (Assault with a Weapon)

There were 18 assault serious events in January 2022, which is up 20 per cent from the previous month and up 13 per cent from January 2021. No patterns or trends have been identified. The number of serious assaults this month is above the expected range.

The majority of the assaults reported this month involved incidents where the victim and suspect were known to each other. Charges have been laid or recommended in one-third of the files this month.

Auto Theft

In January 2022, there were 20 incidents of auto theft, which is up 11 per cent from the previous month and up 11 per cent from January 2021. No patterns or trends have been identified. The number of auto thefts this month is within the expected range.

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[1] Awards were for violation tickets issued in 2020.

Drugs

In January 2022, there were 15 drug files, which is down 38 per cent from the previous month and is down 63 per cent from January 2021. No patterns or trends have been identified. The number of drug incidents this month is within the expected range.

Mental Health

There were 104 mental health-related incidents in January 2022, which is a 24 per cent decrease from the previous month and is a 16 per cent decrease from January 2021. No patterns or trends have been identified. The number of mental health-related incidents this month is within the expected range.

There were 67 police apprehensions this month, which is a 29 per cent reduction from the previous month. The average hospital wait time was 106 minutes, which is longer than average and has been attributed to a small proportion of incidents that have required police to remain in hospital for an extended period of time.

Residential Break and Enter

There were 31 break and enters to residences in January 2022, which is a six per cent decrease from the previous month and is a 21 per cent decrease from January 2021. No patterns or trends have been identified. The number of residential break and enters this month is within the expected range.

Commercial Break and Enter

In January 2022, there were 30 break and enters to businesses, which is a 12 per cent decrease from the number reported the previous month and is a 30 per cent increase from January 2021. No patterns or trends have been identified. The number of commercial break and enters this month is within the expected range.

Robbery

There were 10 robbery incidents in January 2022, which is up three incidents from the previous month and up five incidents from January 2021. No patterns or trends have been identified. The number of robberies this month is within the expected range.

Sexual Offences

In January 2022, there were 13 sexual offence files, which is down 32 per cent from previous month and down 13 per cent from January 2021. No patterns or trends have been identified. The number of sexual offences this month is within the expected range.

Shoplifting

There were 43 reported shoplifting thefts in January 2022, which is a 25 per cent decrease from the previous month and is a 39 per cent decrease from January 2021. No patterns or trends have been identified. The number of shoplifting thefts this month is below the expected range.

Theft from Automobile

There were 134 theft from automobile incidents in January 2022, which is up 49 per cent from the previous month and represents no change from January 2021. No patterns or trends have been identified. The number of thefts from automobiles this month is within the expected range.

Hate Crimes and Incidents

Table 1 presents the number of hate crimes and hate incidents reported between January 1, 2018 and January 31, 2022. [2] A "hate crime" refers to any criminal offence targeting an identifiable group. The criteria for an offence to be considered a hate crime as per the *Criminal Code* carries a higher threshold and usually involves one or more criminal offences. A "hate incident" may be motivated by the same factors as a hate crime, but does not reach the threshold of being a criminal offence. The event reported this month was related to racist comments made during an altercation.

Table 1 – Hate Crimes and Hate Incidents			
Year	Hate Crime Files	Hate Incident Files	Total
2018	19	4	23
2019	11	9	20
2020	21	13	34
2021	19	29	48
2022	0	1	1

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[2] The BC Hate Crimes Unit uses the terms hate-motivated crime and hate-motivated incident.

Crime Trends Across Jurisdictions

Data on crime rates is presented in Figure 1.[3] In January 2022, out of the four largest municipalities policed by the RCMP in the Lower Mainland District (LMD), Richmond had the second lowest rates for both violent crime and property crime.

Figure 1: January 2022 Crime Rates

Block Watch

At the end of January 2022, the Block Watch program had 301 groups totaling 7,021 participants. Currently, the program includes 435 captains and co-captains.

Community Police Station Programs

Community police stations enhance the Richmond RCMP Detachment's policing services by providing an array of crime prevention resources and community safety initiatives. Due to the COVID-19 pandemic, all three community police stations have been closed to the public since March 2020. Volunteer deployments resumed in June 2020, in accordance with the guidelines established by RCMP 'E' Division's Crime Prevention Services; however, the scope of volunteer activities has been limited. City staff and volunteers have continued to pursue safety initiatives to enhance crime prevention program awareness, community engagement and police accessibility.
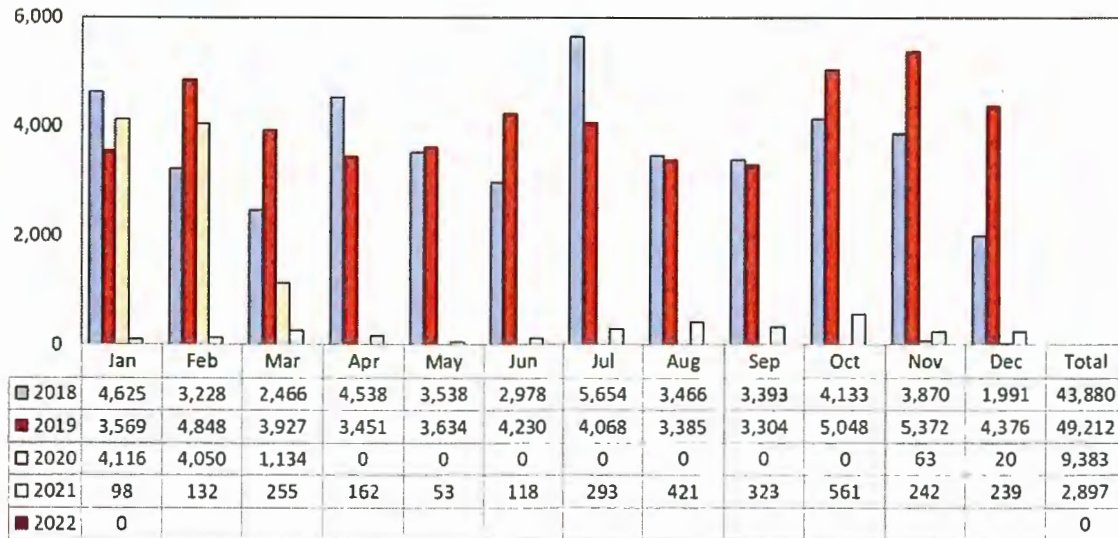
Out of an abundance of caution, volunteer deployments were suspended in January 2022 due to the rapid spread of COVID-19. City staff anticipate that volunteer activities may resume February 2022.

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[3] Crime rate is calculated per 1,000 people.

Lock Out Auto Crime

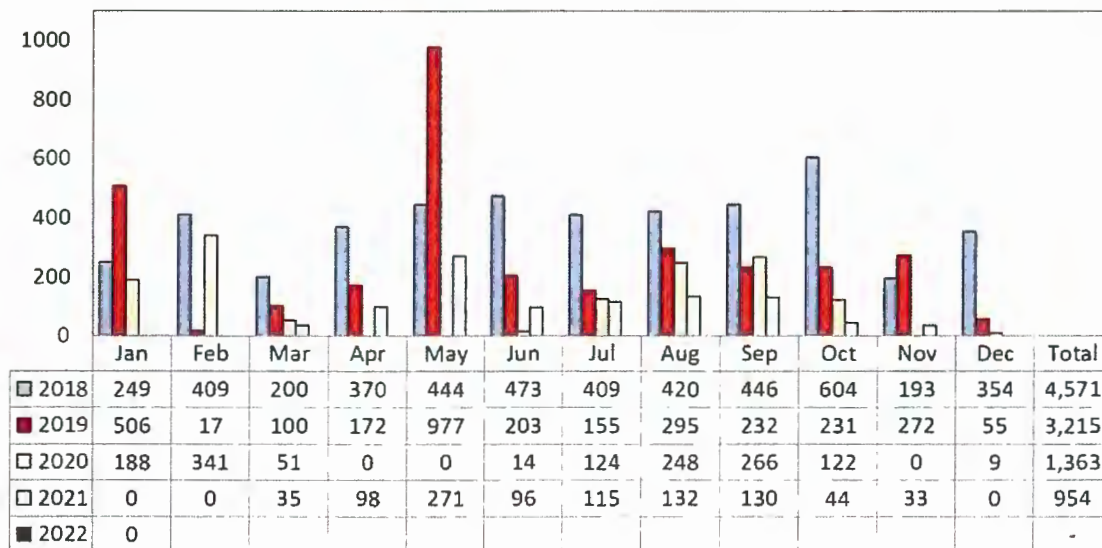Figure 2 provides a comparison by year of the number of vehicle notices issued.[4]

Figure 2: Lock Out Auto Crime Vehicles Issued a Notice

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2018	4,625	3,228	2,466	4,538	3,538	2,978	5,654	3,466	3,393	4,133	3,870	1,991	43,880
2019	3,569	4,848	3,927	3,451	3,634	4,230	4,068	3,385	3,304	5,048	5,372	4,376	49,212
2020	4,116	4,050	1,134	0	0	0	0	0	0	0	63	20	9,383
2021	98	132	255	162	53	118	293	421	323	561	242	239	2,897
2022	0												0

Speed Watch

Figure 3 provides a yearly comparison of the number of letters sent to registered vehicle owners.

Figure 3: Speed Watch Letters Sent

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2018	249	409	200	370	444	473	409	420	446	604	193	354	4,571
2019	506	17	100	172	977	203	155	295	232	231	272	55	3,215
2020	188	341	51	0	0	14	124	248	266	122	0	9	1,363
2021	0	0	35	98	271	96	115	132	130	44	33	0	954
2022	0												-

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[4] Beginning in November 2020, Lock Out Auto Crime letters were issued in place of notices due to COVID-19-related concerns. Letters are only issued to vehicles displaying security vulnerabilities; whereas previously, notices were issued to all vehicles. This has resulted in a significant reduction in the number of letters issued.

Crime Prevention Unit

The Crime Prevention Unit reduces crime and enhances community engagement through public awareness and education initiatives. During the month of January, the Crime Prevention Unit participated in the following events/activities:

- Boat Patrol on Steveston Waterways
- Business Outreach
- Community Foot Patrols
- Diversity & Inclusion Initiatives
- Lunar New Year Activities
- Place of Worship Patrols

Road Safety Unit

The Road Safety Unit makes Richmond's roads safer through evidence-based traffic enforcement, investigation of serious vehicle collisions and public education programs. Table 2 compares statistics for January 2022 to both November 2021 and December 2021. Violation tickets were issued for the following infractions:

Table 2: Violation Tickets Issued

Infraction	November 2021	December 2021	January 2022
Distracted Driving	133	92	47
Driver License	154	145	115
Impaired	28	33	30
Intersection Offences	52	40	41
Moving Infractions[5]	171	61	64
Speeding	201	113	134
Seatbelts	7	4	0
Vehicle Related[6]	76	77	49
Other[7]	7	4	9
Total	**829**	**569**	**489**

Victim Services

In January 2022, Richmond RCMP Victim Services met with 69 new clients and attended five crime/trauma scenes after hours. Victim Services reduced in-person client services in March 2020 and began offering services by phone but continue to attend some of the more serious calls in person. The unit currently maintains an active caseload of 124 files. In January, Victim Services responded to a number of cases involving medical-related sudden deaths, family conflicts and mental health issues.

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[5] Moving infractions refers to unsafe lane change and unsafe passing.

[6] Vehicle related refers to vehicle defects, for example no lights and no insurance.

[7] Other refers to miscellaneous charges including failing to remain at the scene of an accident and failing to stop for police.

Youth Section

The Richmond RCMP Detachment's Youth Section focuses on strategies that contribute to safe and healthy behaviours essential to the development of productive and civic-minded adults. During the month of January, Youth Section highlights included:

- RCMP officers in the Youth Section conducted 26 traffic enforcement deployments on roadways near local schools. This initiative also serves as a reminder for drivers to use caution when driving through school zones.

- RCMP officers in the Youth Section conducted 17 proactive school visits at secondary schools and 62 visits at elementary schools. Police officers engaged with the students at recess and lunch, as well as during morning and afternoon supervision.
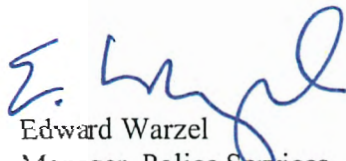
Financial Impact

None.

Conclusion

In January 2022, the Richmond RCMP conducted a number of noteworthy investigations, including a shooting and a series of robberies in central Richmond. Police statistics for this month indicate that most crime types were within the expected ranges with the exception of serious assaults, which were elevated and shoplifting thefts, which were below the expected range.

In January, Richmond RCMP officers conducted proactive school visits to elementary and secondary schools, in addition to traffic enforcement deployments in school zones. The Officer in Charge of the Richmond RCMP Detachment will continue to ensure that Richmond remains a safe and desirable community.

Edward Warzel
Manager, Police Services
(604-207-4767)

EW:

Att. 1: Community Policing Programs
    2: Crime Statistics
    3: Crime Maps
    4: First Quarter Crime Prevention Newsletter

Auxiliary Constables

- The primary mandate of Richmond's Auxiliary Constables is to support community policing activities related to public safety and crime prevention.
- For more information, visit www.richmond.ca/safety/police/prevention/auxiliary.htm

Block Watch

- Community-based crime prevention program aimed at helping neighbors organize themselves to prevent crime.
- Residents can receive email alerts of neighbourhood residential break and enters by registering their email addresses at: blockwatch@richmond.ca
- For more information, visit www.richmond.ca/safety/police/prevention/blockwatch.htm

Distracted Driving Program

- Trained volunteers monitor intersections and observe distracted drivers.
- A letter is sent to the registered owner of the offending vehicle with information on the safety risks associated to the observed behaviour and applicable fine amounts.
- For more information, visit www.richmond.ca/safety/police/prevention/programs.htm

Fail to Stop

- Trained volunteers monitor areas that have been referred to the program by local businesses or residents where drivers are not making a full stop at the stop sign, or running a red light.
- An information letter is sent to the registered owner of the vehicle advising them the date, time and location and applicable fine amounts if the driver received a violation ticket.

Lock Out Auto Crime

- Co-sponsored by the Insurance Corporation of BC (ICBC), volunteers patrol city streets and parking lots looking for automobile security vulnerabilities.
- Notices supplied by ICBC are issued to every vehicle inspected indicating to the owner what issues need to be addressed in order to keep the vehicle and contents secure.

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- For more information, visit
- www.richmond.ca/safety/police/personal/vehicle.htm

Project 529

- This program allows riders to easily and securely register their bikes. This up-to-date database of bikes alerts its registrants if a fellow 529 bike is stolen.
- Project 529 is a unique, multi-national registry that holds a database of all registered and stolen bikes.

Speed Watch

- Co-sponsored by ICBC, promotes safe driving habits by alerting drivers of their speed.
- Trained volunteers are equipped with radar and a speed watch reader board that gives drivers instant feedback regarding their speed.
- Volunteers record the license plate number and the speed, and a letter is sent to the registered owner of the offending vehicle. The letter includes the date, time and location and applicable fine amounts if the driver received a violation ticket.

Stolen Auto Recovery

- Co-sponsored by ICBC, trained volunteers equipped with portable computers identify stolen vehicles.
- These volunteers recover hundreds of stolen vehicles each year throughout the Lower Mainland.

Volunteer Bike and Foot Patrol Program

- Trained volunteers patrol Richmond neighbourhoods reporting suspicious activities and providing a visible deterrent to crime and public order issues.

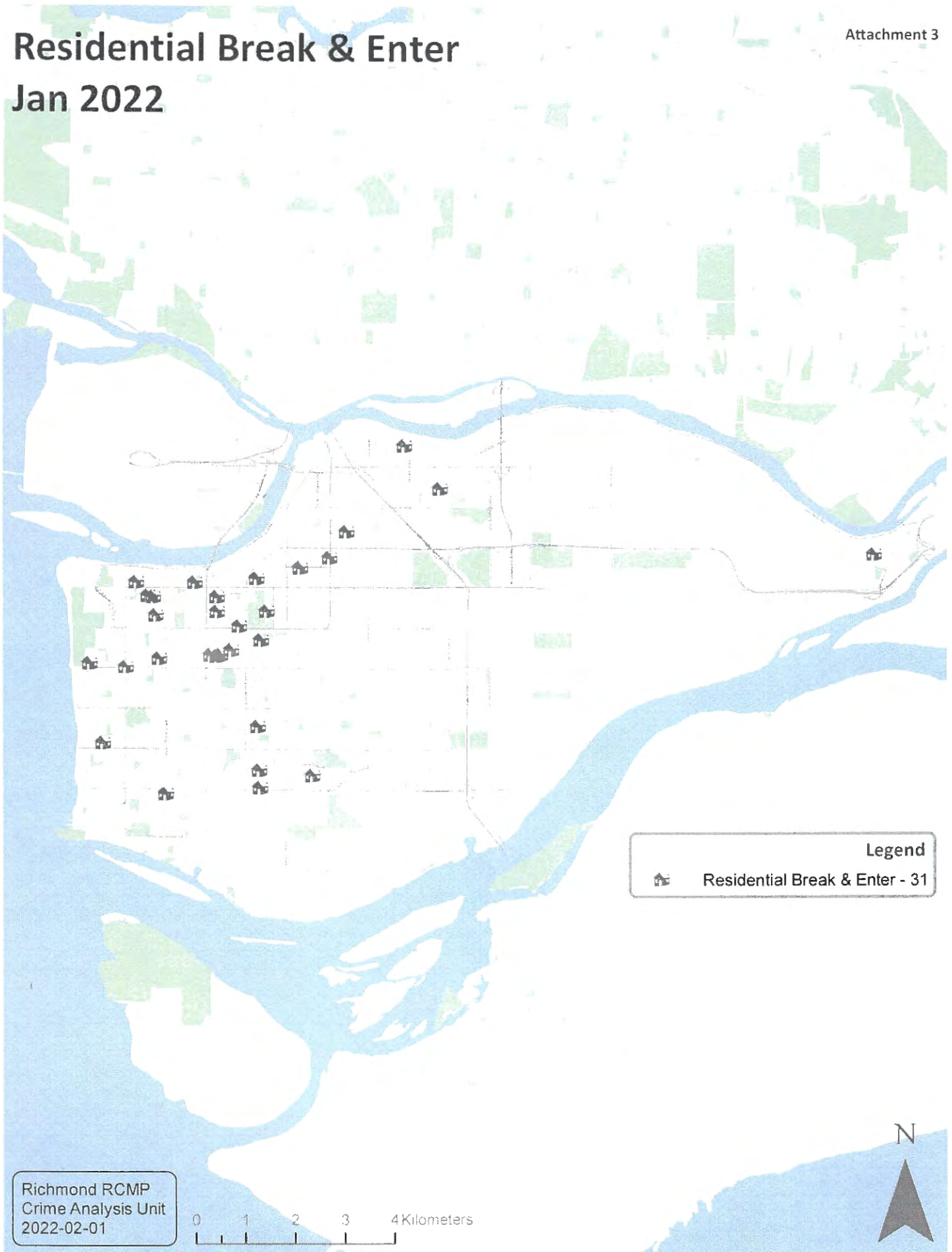# JANUARY 2022 STATISTICS

RICHMOND RCMP

This chart identifies the monthly totals for founded Criminal Code incidents, excluding traffic-related Criminal Code incidents. Based on Uniform Crime Reporting (UCR) scoring, there are three categories: (1) Violent Crime, (2) Property Crime, and (3) Other Criminal Code. Within each category, particular offence types are highlighted in this chart. In addition, monthly totals for Controlled Drugs and Substances Act (CDSA) incidents and MHA-related calls for service are included. Individual UCR codes are indicated below the specific crime type.

The 5 year average range data is based on activity within a single month over the past 5 years. If the current monthly total for an offence is above the expected average range (using one standard deviation) due to crime trends, patterns, or spikes, it will be noted in red. If the current monthly total for an offence is above the expected average range due to primarily non-operational reasons such as the new UCR standards or other scoring issues, the total will be noted in purple. Below expected numbers will be noted in blue.

| | Month | 5-Yr Avg | 5-Yr Range | Year to Date Totals | | | |
	Jan-22	January		2021	2022	% Change	# Change
VIOLENT CRIME (… 1000-Series Offences)	138	131.0	110-152	148	138	-7%	-10
Robbery	10	5.4	3-8	5	10	100%	5
Assault Common	41	47.4	42-53	48	41	-15%	-7
Assault Serious	18	12.4	10-15	16	18	13%	2
Sexual Offences	13	17.4	10-25	15	13	-13%	-2
PROPERTY CRIME (… 2000-Series Offences)	469	667.8	580-755	533	469	-12%	-64
Business B&E	30	42.2	26-58	23	30	30%	7
Residential B&E	31	74.0	46-102	39	31	-21%	-8
Auto Theft	20	26.8	19-35	18	20	11%	2
Theft from Auto	134	193.4	157-230	134	134	0%	0
Theft	69	88.2	67-109	58	69	19%	11
Shoplifting	43	64.4	54-74	71	43	-39%	-28
Fraud	53	76.0	65-87	75	53	-29%	-22
OTHER CRIMINAL CODE (… 3000-Series Offences)	182	174.0	154-194	213	182	-15%	-31
Arson	5	3.8	2-6	7	5	-29%	-2
SUBTOTAL CC OFFENCES (… 1000 to … 0 Series)	790	973.2	901-1045	896	790	-12%	-106
DRUGS	15	70.4	11-130	41	15	-63%	-26
MHA RELATED CALLS	104	142.8	113-173	124	104	-16%	-20

Prepared by Richmond RCMP Crime Analysts. Data collected from PRIME on 2022-02-01. Published 2022-02-02. These data are operational and subject to change. This document is not to be copied, reproduced, used in whole or part or disseminated to any other person or agency without the consent of the originator(s).
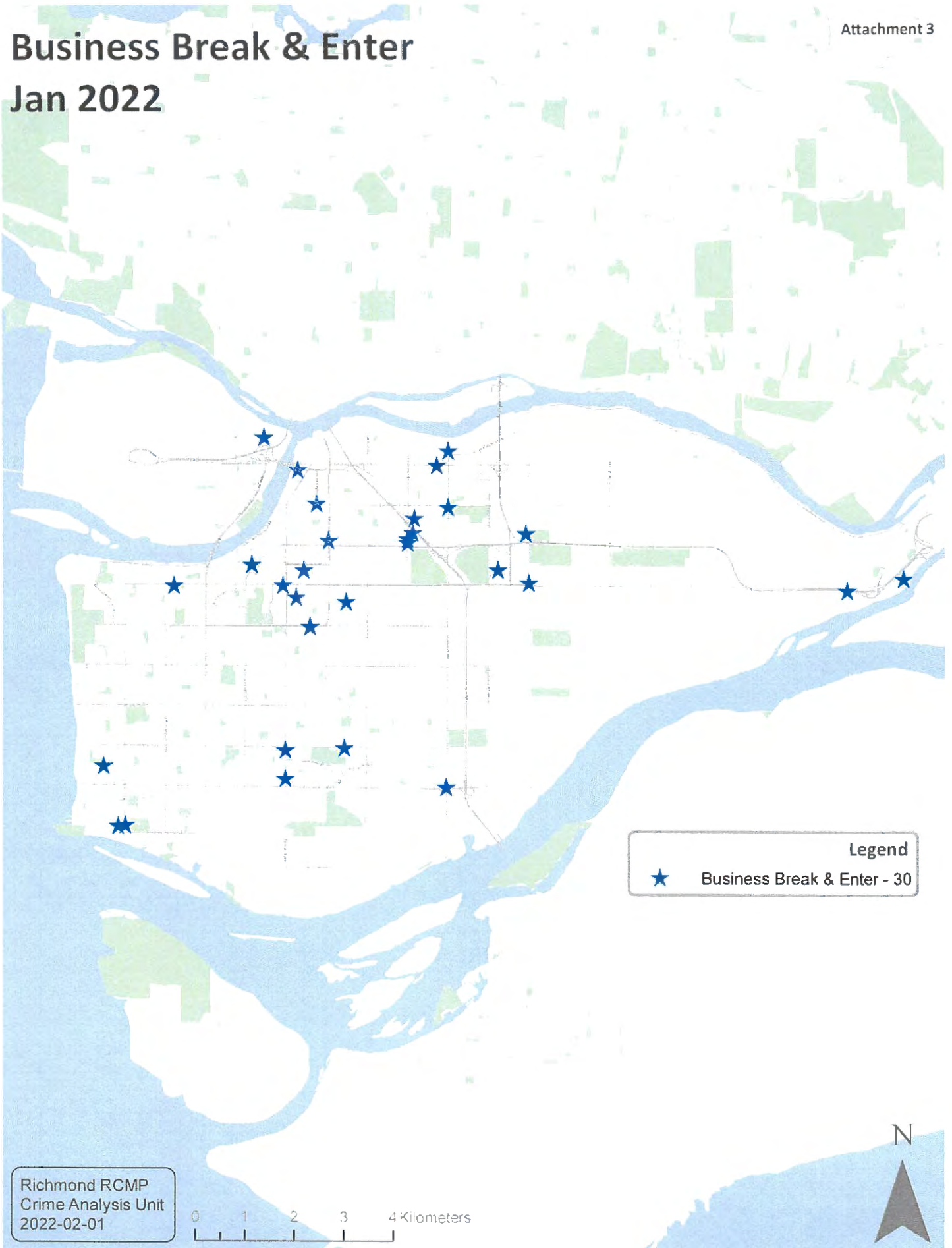
Residential Break & Enter
Jan 2022

Legend

Residential Break & Enter - 31
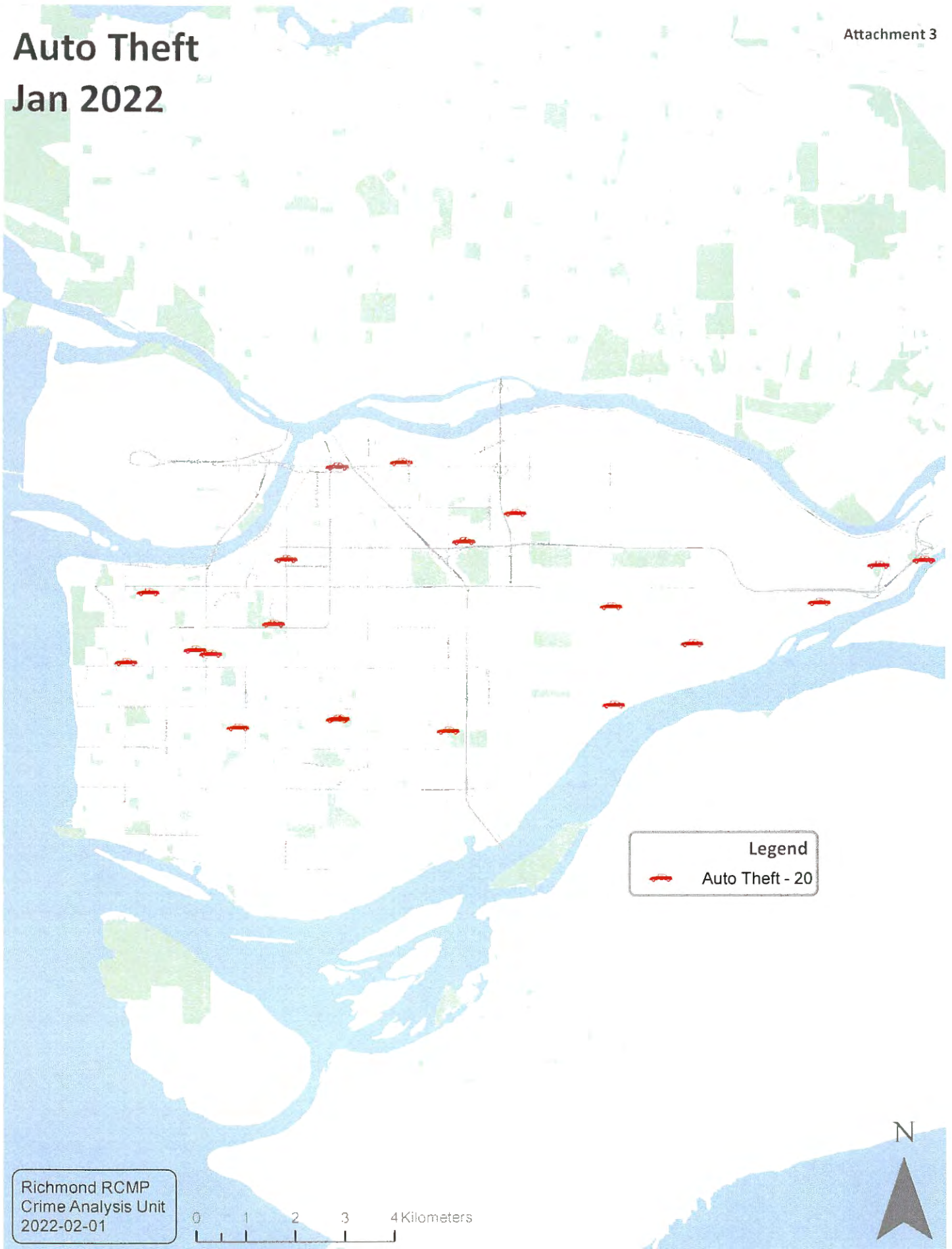
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Richmond RCMP
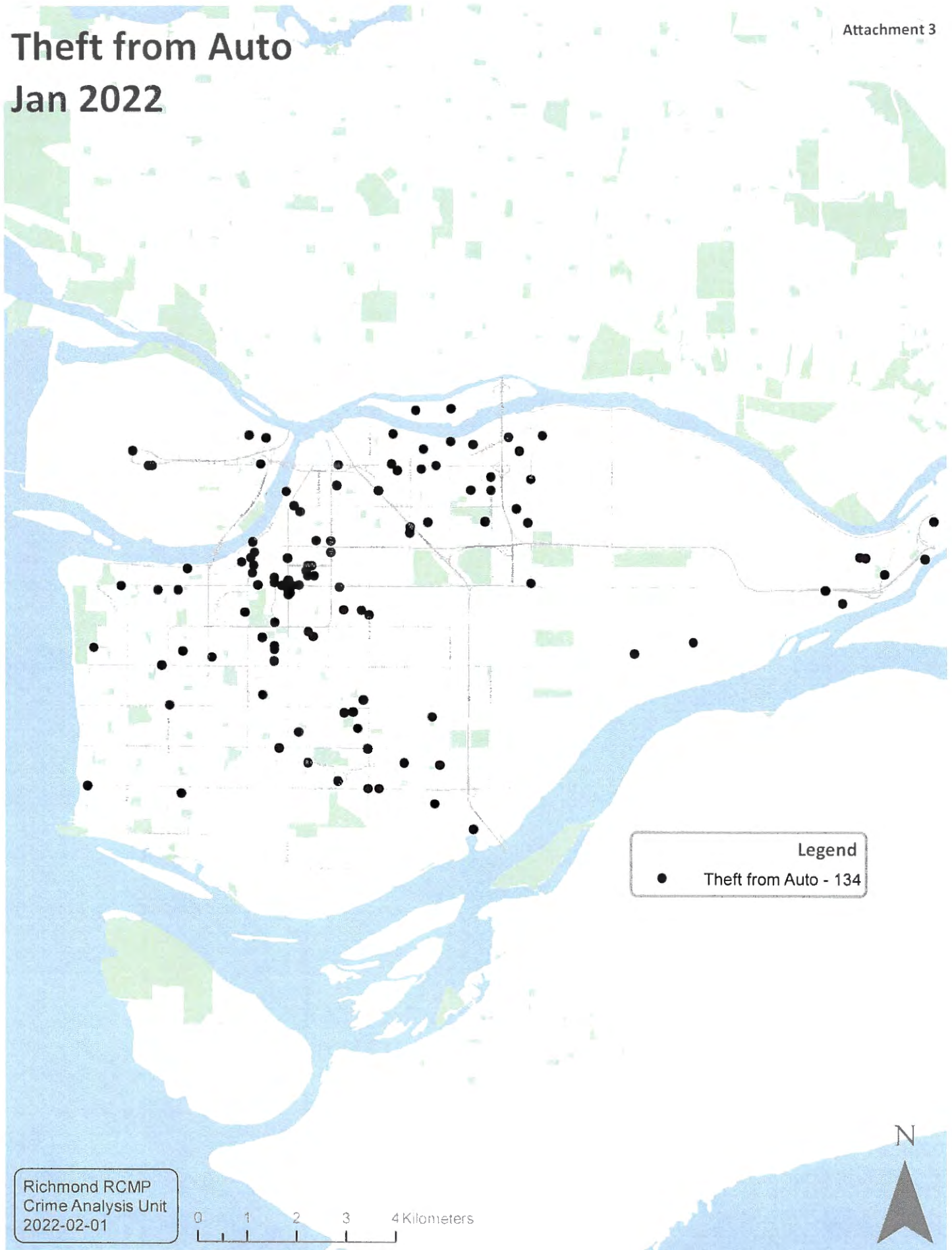Crime Analysis Unit
2022-02-01

0   1   2   3   4 Kilometers

Business Break & Enter
Jan 2022

Legend
★ Business Break & Enter - 30

Richmond RCMP
Crime Analysis Unit
2022-02-01

0   1   2   3   4 Kilometers

N

Auto Theft
Jan 2022

Legend

Auto Theft - 20

Richmond RCMP
Crime Analysis Unit
2022-02-01

0   1   2   3   4 Kilometers

N

Theft from Auto
Jan 2022

Legend

● Theft from Auto - 134

Richmond RCMP
Crime Analysis Unit
2022-02-01

0   1   2   3   4 Kilometers

N

CRIME PREVENTION

WORKING TOGETHER TO PREVENT CRIME

NEWSLETTER

Protect Yourself Against Scams

Fraudsters are abusing the trust of their victims to steal information and money. While the scam may be old, the techniques fraudsters use are evolving. Be careful who you talk to on the phone and online as scammers use different methods such as spoofing phone numbers and phishing emails to scam you.

How to identify a Canada Revenue Agency (CRA) scam

- Unconventional Payments – Fraudsters may demand immediate payment such as pre-paid credit cards, crypto currency, gift cards, or e-transfer because they are generally unrecoverable.
- Aggressive Behavior – Scammers often use aggressive phrases to cause a sense of panic and scare you into sharing your personal information.
- Instant Messaging and Email – The CRA will never use text messaging or instant messaging to communicate with you. The CRA will only email you a link if you request it **during** a phone call or a meeting with them.

Romance and Crypto Scams—New Trends

- Fraudsters identify a person's friend and takes control of the friend's social media account. The fraudster will pose as the friend, convinces the person to invest or pay money to them.
- Fraudsters research their potential victims online, reviewing public social media posts and come up with a personalized strategy for each victim.
- Fraudsters convince their victim to invest into cryptocurrency and try to get the victim to provide remote access to their computer. They show them a fake website promising huge returns. Once they invest, fraudsters then cut off all communication with the victim and the money is gone.

Tips for dealing with CRA and Romance/Crypto Scams

- When you are unsure of who you are talking to, hang up, find the specific organization's number online, and call them back to confirm the call.
- Review your credit report at least once a year at Equifax and TransUnion and report any signs of suspicious activity immediately to your creditor.

- Be careful not to click on random links in any email you receive.
- Never send money or take investment advice from someone you have solely met online.
- Keep your social media accounts on private and beware of what you post online.
- Use a unique password and multi-factor authentication to secure your account and authorize transactions.

What to do if you are scammed?

If you are a victim to a scam please report it to the local police and the Canadian Anti-Fraud Centre (1-888-495-8501). Contact your bank and Service Canada (1-866-274-6627) to cancel and report compromised credit cards and stolen social insurance numbers.

Apartment dwellers often believe that they are safe from break and enters because they live above street level. Thieves however can still get into the building. Here are some crime prevention tips in keeping you and your neighbours safe:

- "No Key No Enter" - do not allow strangers to enter the building as you are leaving or entering. (You can get these stickers from us at Block Watch!)

- Make sure to change all the locks when you move in, as previous tenants may still have copies of the keys.

- Install additional locks to further secure your door, such as swing bar door guard, door reinforcement lock or chain door guard.

- Do not buzz people in without talking to them first. If you are not expecting a delivery or guest, ask for more information if your buzzer rings. Do not buzz anyone into the building whom you don't know.

- Always lock your door even if you are only stepping out to take the garbage out or grab your mail.

- Do not leave your keys in the door.

- Note the lighting of common areas such as storage and bike rooms. Ask for more lighting and security camera coverage if needed.

- When leaving the secure parkade, make sure the gate fully closes behind you before driving off.

- Report any poorly lit areas, overgrown shrubbery, any damaged doors and windows around your complex to the building manager.

- Remove all valuables and personal items from your vehicle. If you have to leave items in your vehicle, place them in your trunk.

- Never leave a spare fob in your vehicle. Especially not in plain sight.

- Always lock your vehicle and keep your windows closed before walking away.

- Get to know other people who live on your floor so you may be able to identify strangers.

- Collect your mail daily, never let your mailbox overflow.

- Install additional locks on sliding doors, especially if you live on the ground level.

Christmas Caroling Night

We had a wonderful time at the Christmas caroling event, hosted by our Block Watch group in the St Albans area. Despite the cold and occasional rainy weather, we had approximately 30 neighbours that came out to sing, along with Constable Chan and Corporal Wong from the Richmond RCMP Community Engagement Team.

It was a heartfelt experience as we saw their community celebrate the holiday season together even though they were all strangers a few months ago. The kids, adults, and officers chatted amongst themselves and the neighbours enjoyed the songs at their doors. We could feel the Christmas spirit through the joyful interactions of the community.

Thanks to the Block Captains for hosting the event, printing out song books, providing flashlights and planning the caroling routes. This event showed many people that Block Watch is not just a program but a family of neighbours. It is through these connections that make the community stronger, closer and safer.

To start a Block Watch Group

Interested in starting a Block Watch group? Let us tell you a little about Block Watch! Block Watch is a program that brings the police and the communities together. This program helps you build connections and relationships with people in your neighborhood and the police while striving for the common goal of crime prevention.

Select a Captain/Co-Captain
  ◊ Each Captain/Co-Captain must submit an application and complete a Police Information Check

Recruit and build your group
  ◊ Recruit homes that are near to you. To build an effective Block Watch, try to involve 50-75% of households in your area. We will provide you with recruitment packages.

Complete activation of your team
  1. **Complete** Block Watch Captain/Participant training - Register as many of your group as you can for a virtual training session.
  2. **Submit** your participating household list.
  3. **Qualify** for Block Watch street signs once above steps are completed.

If you are interested in creating a Block Watch group in your area, email us your name and address at blockwatch@richmond.ca or call 604-207-4829.

BUSINESS LINK

WORKING TOGETHER TO PREVENT CRIME   NEWSLETTER

Protecting Yourself Against Business Email Compromise

The Business Email Compromise (BEC) scam is an example of spear-phishing tactic that criminals use to steal and gain knowledge from a business and its employees. The term spear phishing involves a scammer pretending to be a legitimate source to convince employees to send money or share financial information. BEC scams are continuously evolving as it no longer just involves emails but also social media accounts such as Instagram or Facebook. Therefore, it is important to recognize BEC scams because many people are working from home and may not have the software or knowledge to combat cybercrimes.

How to recognize BEC scams

- Scammers demand payment in unconventional pay methods such as crypto currency or gift cards.
- Scammers often want their action done **quickly** and **secretly**.
- Double check email addresses and/or social media handles. Fraudsters may use spoofed emails or social media handles that are slightly altered.
- Check for grammatical or spelling mistakes.
- Be cautious with unexpected request for payments that do not coincide with normal payment schedules.
- Beware of requests that requires you to click on a link to get to a login page.

How to protect your business

- Educating employees on how to spot BEC scams is one of the best ways to protect your business.
- Update all anti-virus software on all computers, servers, and mobile devices.
- Confirm payment requests through another means of communication. Do not rely only on emails.
- Never open emails and click on links from unknown email addresses.
- Get "verified" on social media as it adds another layer of credibility to your account.

Report it

Whether you are a target or a victim to the BEC you should report it. Be sure to report the incident to your IT personnel, the local police, and the Canadian Anti-Fraud Centre. If funds were transferred, immediately report the incident to your financial institution.