

## Recognising Fraud

There are a number of **fraudulent, fake** or “**scam**” e-mails that claim to provide the ACRO Criminal Records Office’s (ACRO’s) services. They may originate from anywhere in the world and are commonly (but not always) in relation to offers of employment. They are not genuine and are an attempt to obtain money or personal details from members of the public.

ACRO is the only organisation to provide genuine and valid documents for the following criminal records services:

- **Subject Access:** A service for individuals wishing to find out what information is held about them by Police Services in England and Wales on the Police National Computer (PNC)  
**Cost:** £10.00
- **Police Certificates:** A criminal records check for people who wish to obtain a visa for countries **outside of the UK**  
**Cost:** £45.00 Standard or £80.00 Premium, £6.00 per additional copy
- **International Child Protection Certificate (UK):** A criminal records check for UK nationals or non-UK nationals previously resident in the UK, seeking to work with children overseas  
**Cost:** £60.00

(secure delivery of Police Certificates and International Child Protection Certificates is available for £9.00, and courier delivery for £48)

ACRO’s products **are not** for use when coming to the UK. Any Police Clearance or Criminal Records check relating to entry to the UK would normally be conducted in your country of nationality. Normally the check is conducted by the national police service or relevant ministry, and given by the applicant to the British Embassy as part of the visa application process.

Application forms for these services should only be downloaded via the official web pages. All applications are sent to a PO Box address in Fareham, Hampshire, UK. The PO Box addresses are shown on the ACRO website pages and are the only addresses used by ACRO.

ACRO will **never** make unsolicited contact promoting our products. Any contact we make to you will be in response to your enquiry or application.

Any e-mails will be sent from an e-mail address in the format [department@acro.pnn.police.uk](mailto:department@acro.pnn.police.uk). However you should be aware of “spoofing” and take care that any e-mails you receive in this format are actually from ACRO.

If you are unsure if the information you have received is genuine, we may be able to help.

Call us: +44 (0)2380 479 920

Email: [customer.services@acro.pnn.police.uk](mailto:customer.services@acro.pnn.police.uk)

If you feel you have been a target or a victim of fraud in or from the UK, this can be reported to Action Fraud [www.actionfraud.police.uk](http://www.actionfraud.police.uk)