



Crime Prevention Information from RAC



Distraction Thefts/Change Ringing

Change ringing is the crime of deception by confusing and distracting staff to obtain cash dishonestly using sleight of hand. The above method is used when making purchases and changing notes. Example right shows:

1. Customer purchases small item
 2. When the till is open the customer asks to change £20 notes for £10 notes.
 3. Customer then confuses the cashier by asking questions often speaking in broken English and counts the notes in front of the cashier
 4. With the cashier distracted the customer 'skims' off a portion of the notes by sleight of hand un-noticed by the cashier.
 5. The notes 'skimmed' off are then placed inside an open pocket in the customers handbag. The customer then cancels the change request and receives original amount tendered leaving the store till short.
- This crime has been recently reported from bookmakers. Please be extra vigilant if a customer attempts to distract you when handling cash.



Example above of how notes are skimmed