

DFHK- Jewellery Industry Security Seminar (ZOOM)

Dec 22nd 2020

In view of the recent increase in jewellery industry robberies and online fraud, the Hong Kong Diamond Federation have invited Mr. Zheng Gan, Chief of the Police Station of the Kowloon City Police District Crime Prevention Office to provide a seminar on security in the jewellery industry for members of the Federation to explain the endless emergence. The fraud cases and the matters that should be paid attention to, so that members can be alert in advance to avoid incurring losses.

The themes are-

- 1. Precautions in the process of selling goods in the jewelry retail industry**
- 2. Precautions for online sales**
- 3. Store security**

1. Precautions in the process of selling goods in the jewelry retail industry

- Jewellery are small but valuable, can be easily switched.
- Don't service more than one guest at the same time, i.e. to have two or more staff to serve more than one customer.
- For valuable products, recommend to show one product at a time and put away goods before showing another option.

Payment

- If it is an online store or an upstairs store, to increase mutual security, recommend to close the door when the customer chooses jewellery.
- When transaction finalized, please be careful if you accept electronic payment. For example: credit cards, checks, etc.
- Must take every precaution with Cheque payment – cash the cheque before releasing the good. Many cases involve bounced cheque or stop payment. Recommend to have a bank deposit confirmation
- Frequently the tactic is to delay payment, which will go through small claim court instead of a criminal fraud case.
- Even if we can trace to the owner the bank account and the account is an active one, it is still difficult to prove that it is a fraud.

Digital payment

- Take extra precaution with credit card payment and digital payment such as PayPal.
- PayPal's policy protects the buyer not the seller (the buyer can cancel the transaction, claiming problem with the product).
- It will be treated as custom dispute instead of a fraud case.
- It is risky to accept PayPal or Cheque as payment.
- PayMe and FPS are safe because the transaction can only be achieved if there is fund in the account.

2. Precautions for online sales

- The security system of the store website must be properly maintained
- Take preventive measure to avoid attack by hackers, ie to avoid loss.
- Best practice to handle online transaction payment is to ship the good after payment is in your account. Because there are some loopholes in online banking eg. PayPal, e mail, etc.
- Email scam has been three folded in recent months.
- Hackers can access your company system, observe and see your emails and transactions.
- At the right timing, they will issue email to your clients with an email very close to your existing one, and inform your client to pay to their account instead of yours. eg. 12345 vs I2345 (I instead of 1 are usually not noticeable).
- Recommend to confirm payment method via telephone calls, and alert the client to asked if they receive any email to instruct other means of payment or to another bank account.

ADCC – Anti-Scam Helpline 「防騙易」 18222

https://www.police.gov.hk/ppp_en/04_crime_matters/adcc/about.html

Since 2017, the Anti-Deception Coordination Centre 反詐騙協調中心 (ADCC) operates a 24-hrs hotline, “Anti-Scam Helpline 18222”, to provide immediate consultation for the general public to handle suspicious deception cases.

- The task force can freeze the account immediately so as to stop the money being transferred out of the account in question.
- Since there is a daily transaction limit, so there is a good chance of getting back part of the money lost.

Access control -Suspected people in your building

- Discuss with building management to screen visitor
- Registration at the entrance to drop down time, name and office to be visited. These records are helpful for screening and vita for the police to judge and to verify the case.
- If the suspect tells the police information which is different than what was recorded at the management office, the police might be able to identify problem and charge him with “Loitering 游蕩罪” .
- If we see other suspicious people tenant/owner may call management office to check
- If anyone registered and went to a different place – call the police

Reporting suspicious persons

- Although 999 is the fastest for reporting cases because they will coordinate with various department and dispatch with high efficiency.
- But for suspicious reporting, it is more direct to call the Crime Prevention Task Force – anti crime unit.
- Will provide a list of Hotline lines for varies areas, it is very important remind our traders to call the correct hotline for your area for efficient responses.

Reporting suspicious persons Hotline:

Crime Prevention Task Force in Hunghom: - 61480912
3 合會 Task Force in Kowloon city & Hunghom: 61480915

3. Shop security

Assess if the doors and windows sturdy, are the security systems adequate? eg. CCTV, safe box, alarm bell, decoration cabinet, etc

- Weakest security point is the window, recommend to install deterrents like intra red magnus and auto light sensor.
- Recommend double doored entrance, and alarm connecting to the police station
- Recommend to keep the goods in safe,

CCTV camera

- In Hong Kong, HKSAR government cannot install surveillant camera on the street, due to human right issue.
- However individual buildings may install CCTV around the building. It is up to the owners/tenants to discuss with their building management is to install CCTV in their building for their own protection.
- Security camera installation inside building are accepted with proper signage indicating CCTV Coverage.

DFHK would like to urge members of the trade and varies Jewellery Association to request building management to install CCTV in their direct adjacent areas. The coordinated effect of the traders would help to improve monitoring coverage to protect the traders in the areas.

- The more CCTV installed, the better coverage in the area to protect the traders and to deter the robbers in the area.
- Police is currently contacting building managements in HH to suggest CCTV coverage in their area.
- For the trade, for ourselves, let us work together with the police departments to achieve a safer environment for our industry.