



Response Date:14/10/2024

2024/929 - Banking Protocol

In response to your recent request for information regarding;

I would like to know when the "Banking Protocol" (that helps banks protect customers from incidents of suspected fraud) came into effect in the North Wales Police area.

I know the Protocol was piloted in London in 2016. I know it was rolled out, outside of London from May 2017 onwards.

I need to know when the Banking Protocol came into effect in the North Wales police region.

Specifically, I need to know the date from which banks had the ability to contact North Wales police under the Banking Protocol, to report an incident of suspected fraud in progress in branch, in order to obtain an immediate police response.

May 2017.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 11/10/2024