

Kent Fraud Alert System



TO STOP FRAUD™

12 Frauds of Christmas

It is that time of year again and we are going to be issuing 12 fraud alerts over December, as part of the 12 frauds of Christmas.

The first is below and we want to highlight how fraudsters are currently using the cost of living crisis to target people with scams. Be on your guard against such scams like energy discount texts. Additionally, scam texts or emails asking you to click on a link and complete a survey to obtain a gift card. These are all scams, that are attempting to obtain your personal and financial data by giving you something.

If you get a scam text then forward to 7726 and scam phishing emails to report@phishing.gov.uk

Also remember our ABC of Scam awareness and Never Assume or Believe and always Confirm that a message or call is genuine.

If you think that you may have been a victim of this or any other type of scam, then contact your Bank immediately, which you can do by calling 159 and report it to Action Fraud at www.actionfraud.police.uk or call 0300 123 2040.



Preventing fraud

Together,
let's stop
scammers.



Remember, ABC:



never Assume



never Believe



always Confirm

Get the latest
scam advice:



@KentPoliceECU



**Kent
Police**

Contacting Kent Police

Report a non-urgent crime online www.kent.police.uk/report

Talk to us on LiveChat – available 24/7 www.kent.police.uk/contact

In an emergency, if crime is in progress or life is in danger call **999**

If deaf or speech impaired, text 'police' and your message to **60066**

www.kent.police.uk



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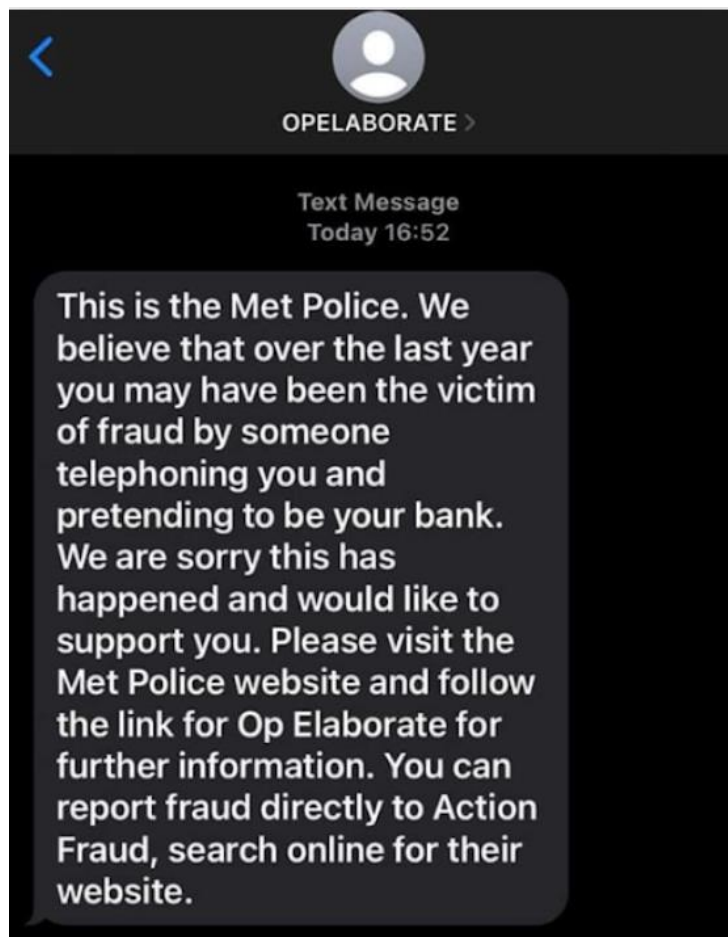
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Operation Elaborate

Last week as part of the above investigation, the Metropolitan police sent the below text message to 70,000 people across the UK urging the recipients to go to its website to log their details. As we know, fraudsters themselves will use texts to trick victims and as result the police set out guidance on how to tell if the message was genuine, as follows,

The messages would only be sent on either 24th or 25th November. The text will ask you to visit the Metropolitan Police website. It will not contain a link to click on or phone number to call.

If you get a new text message from now on, then please treat with suspicion, as it may be a scam



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On Line Shopping Scam

I have been made aware by a Kent resident of the following scam. The intended victim was selling some items on various online mediums. Recently she was contacted by a male stating that he was interested in an item. He subsequently agreed to pay for the item, which he collected. A short time later, he contacted the victim and stated that it was not as described (even though he checked it the time of collection) and started making threats of reporting the seller to the online medium and taking legal action etc. unless they refunded his money and paid £20 for his petrol that he had incurred when collecting the item. It is suspected that this was a scam, with the person using pressure with whom he assumed was a lone vulnerable female to get money. On this occasion they failed with their attempt.

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How to shop on line safely

With Christmas around the corner, many of you may be looking at shopping online, so thought it worthwhile repeating some of the tips around shopping in line safely.

What is it a purchase fraud scam?

Online shopping provides criminals with an opportunity to trick people into paying for goods and services that don't exist, often advertised via auction sites or social media with images taken from genuine seller's to convince you they're the real deal. Criminals also use cloned websites with slight changes to the URL to trick you into thinking you're purchasing from the genuine site. They may also ask for payment prior to delivery and send you fake receipts and invoices that appear to be from the payment provider.

Types of fraud include buyers paying deposits for pets that don't exist, DIY equipment purchases and electronic devices such as games consoles, mobile phones and other devices. Another tactic criminals use to trick people into falling for fraud is to ask for payment for courier services or insurance when buying and selling online.

How to spot a purchase fraud

- You're offered a heavily discounted or considerably cheaper product or service compared to the original items genuine worth. The deals often sound too good to be true.
- You're asked to pay by bank transfer instead of using the online platform's secure payment options.
- You receive a fake email receipt/invoice that appears to be from the website you've purchased from or the payment service used to make your purchase. The email address domain doesn't match that of the genuine sender's.
- The website that you're purchasing from was only launched days/weeks ago.
- A sense of urgency is placed on ordering the product or service so that you don't miss the price/deal.

If you think that you may have been a victim of this or any other type of scam, then contact your Bank immediately, which you can do by calling 159 and report it to Action Fraud at www.actionfraud.police.uk or call 0300 123 2040.



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Courier Fraud

We are still receiving reports of these types of scams, however the fraudsters are now adding what we would describe as layers to these scams. They will first ring you impersonating the Police and state that they have arrested someone with a cloned copy of your Bank card. The victim will then receive a call from the same fraudsters impersonating their Bank to confirm what the Police are saying and that they are working together on the fraud. It is all a scam to either get you to hand over cash or transfer to a so called safe account which in reality is under the controlled of the fraudsters or to hand over your card and PIN.

Remember, the Police or your Bank will never ask you to hand over either your cash or your card and PIN details. Neither will they ask you to transfer your money to a safe account.

Remember, if you get an unsolicited call like this, never divulge personal information and apply the ABC of SCAM awareness, which is Never Assume or Believe and always Confirm. So if you get a call like this, then use an alternative phone to the one you have been called or if there is not one to hand, then wait 10 minutes and ring a family member or friend to ensure the line has been disconnected, as fraudsters can stay on the line. Then ring using a trusted number, which in the case of the Police is 101 or your Bank 159 or the customer services number on the back of your card.

If you think that you may have been a victim of this or any other type of scam, then contact your Bank immediately, which you can do by calling 159 and report it to Action Fraud at www.actionfraud.police.uk or call 0300 123 2040.

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Have you been asked to withdraw cash by the police?



This is a scam.

The police or your bank will **never**:

- ask for your bank details or PIN
- ask you to transfer or withdraw and handover sums of money
- send a courier to collect your bank cards, cash or PIN

If you are unsure about a call or visitor you have received:

- Don't give out any personal or financial information.
- Hang up or close your front door to check the caller's identity.
- If they phoned you, wait 10 minutes before you use the phone again (or use a different telephone) in case they stay on the line.
- Contact their company yourself or dial 101 for the police – do not call a number they have provided.
- Report suspicious activity straight away.



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If you have a hearing or speech impairment, use our textphone service **18000**.
Or text us on 999 if you've pre-registered with the emergency SMS service.
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