

Kent Fraud Alert System



TO STOP FRAUD™

HMRC – Refund Scams

Action Fraud have received numerous reports in the past week about people receiving new emails impersonating HMRC and offering a **£240** tax refund (see below) Please remember, HMRC will never send you an email like this offering refunds and asking you click on a link. HMRC will always write to you. If you get any suspicious emails like this, then please forward to phishing@hmrc.gov.uk and they will then take any necessary action.

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

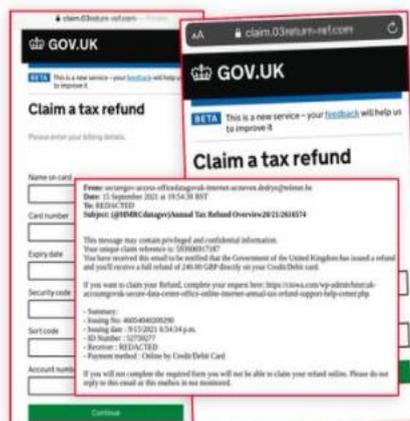
SCAM WARNING

Watch out for this tax refund scam

Action Fraud has received 326 reports this week about fake emails purporting to be from HMRC. The emails state that the recipient is owed a tax refund of £240. The links provided in the emails lead to phishing websites that are designed to steal personal and financial information.

Your bank, or any other official organisation, won't ask you to share personal information over email or text. If you need to check that it's a genuine message, call them directly.

Forward suspicious emails claiming to be from HMRC to: phishing@hmrc.gov.uk



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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Courier Fraud

Figures were released this week from the National Fraud Intelligence Bureau that revealed that over £10 million pounds had been lost to scammers because of courier fraud since the start of the year. Therefore, thought it would be a good opportunity to refresh your memories on these types of scams.

What is courier fraud?

Courier fraud is when victims receive a phone call from a criminal who is pretending to be a police officer or bank official. Typically, victims are told to withdraw a sum of money and someone is sent to their home address to collect it.



Criminals may also convince the victim to transfer money to a 'secure' bank account, hand over their bank cards or give the criminals high value items, such as jewellery, watches and gold (coins or bullion).

How to protect yourself and your loved ones:

- Your bank or the police will never call you to ask you to verify your personal details or PIN by phone or offer to pick up your bank card by courier. Hang up immediately if you receive a call like this.
- If you need to contact your bank to check the call was legitimate, wait five minutes as fraudsters may stay on the line after you hang up. Alternatively, use a different line altogether to contact your bank and ensure you call them back on a number listed on the bank's website, or on the back of your debit or credit card.
- Your debit or credit card is yours: don't let a stranger take it from you. You should only ever have to hand it over at your bank. If it's cancelled or expired, you should destroy it yourself.

Tell-tale signs of attempted courier fraud:

- Someone claiming to be from your bank or local police force calls you to tell you about fraudulent activity, but is asking you for personal information, or even your PIN, to verify who you are.
- They are suggesting that you call them back, so you can be sure they are genuine but when you try to return the call, there's no dial tone.
- They say they are trying to offer you peace of mind by having somebody pick up the card for you, to save you the trouble of having to go to your bank or local police station.

If you believe that you or a family member may have been victim of this crime, then contact us on 101 and report to Action Fraud. However, if it is a crime currently in progress and the fraudsters have arranged to attend your address, then ring us immediately on 999.



**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**
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www.kent.police.uk   