

# Kent Fraud Alert System



**TO STOP FRAUD™**

## Quick Reminder of the 159 Bank Hotline

What is it?

It is a fraud prevention hotline designed to protect people from being manipulated and scammed.

The **159** number enables current account customers to connect with their bank safely and securely when they receive an unexpected, suspicious or fraudulent call.

The service now includes businesses from across the banking, technology and telecoms sectors, including HSBC, Santander, Lloyds, Meta, Microsoft and Google, BT, TalkTalk and Three.

Is it successful?

Between its launch in September 2001 and April 2022, there have been 75,000 calls made to the 159 number

The message behind the service is simple, if you receive an unexpected or suspicious call about a financial matter from someone who claims to be from your bank, the police or any other authority figure, then Stop, hang up and then call 159.

## Preventing fraud

Together,  
let's stop  
scammers.



### Remember, ABC:



**never Assume**



**never Believe**



**always Confirm**

Get the latest  
scam advice:   
**@KentPoliceECU**



**REMEMBER – CALL 159 TO STOP FRAUD**



**Kent  
Police**

### Contacting Kent Police

Report a non-urgent crime online [www.kent.police.uk/report](http://www.kent.police.uk/report)

Talk to us on LiveChat – available 24/7 [www.kent.police.uk/contact](http://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](http://www.kent.police.uk)   

# Kent Fraud Alert System



TO STOP FRAUD™

## Phishing Email Impersonating UPS

Be on the lookout for emails impersonating UPS. Action Fraud have reported that they have received almost 1,700 reports about these fake emails which will claim that you have missed a delivery and need to click on to a link to get it delivered. When you click on this, it will take you to a realistic looking website under the control of the fraudsters which is designed to steal your personal and financial details.

Forward suspicious emails to [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

If you think that you may have been a victim of this 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](http://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](https://twitter.com/KentPoliceECU)

### SCAM WARNING



## Fake UPS delivery emails

Action Fraud has received 1,697 reports in one week about fake emails purporting to be from UPS. The emails claim that the recipient missed a delivery and has a parcel waiting for them. The links 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, contact them directly.
- Spotted a suspicious email? Forward it to the Suspicious Email Reporting Service (SERS) - [report@phishing.gov.uk](mailto:report@phishing.gov.uk)



# Kent Police

## Contacting Kent Police

Report a non-urgent crime online [www.kent.police.uk/report](http://www.kent.police.uk/report)  
Talk to us on LiveChat – available 24/7 [www.kent.police.uk/contact](http://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](http://www.kent.police.uk)   

# Kent Fraud Alert System



**TO STOP FRAUD™**

## Rogue Traders

We have seen an increase in reports of this type of criminality recently.

Opposite is our leaflet on how you can protect yourself against these types of scams.

If you think that you may have been a victim of this 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](http://www.actionfraud.police.uk) or call 0300 123 2040.



## Protect yourself and others against rogue traders

Most people who call at your home are genuine. But sometimes people may turn up unannounced and try to sell you services or items you do not want or need or carry out unnecessary repairs to your home at inflated prices.

If you're concerned about someone calling at your home, **don't open your door.**

### You can:

- Ask for identification and call their company yourself (not on a number they provide) to check they are genuine
- Ask the visitor to return another time when someone can be with you
- Get three written quotes
- Ask family and friends for recommendations
- Agree payment arrangements and start and finish dates in writing beforehand, and never pay in full until you're completely satisfied with the work.

### Pressurised selling on your doorstep is a crime and you can report it:

- [kent.gov.uk/tradingstandards](http://kent.gov.uk/tradingstandards) or call 0808 223 1133
- For advice: [www.citizensadvice.org.uk/consumer/](http://www.citizensadvice.org.uk/consumer/)
- Follow @kent\_ECU or email [kfas@ecis.police.uk](mailto:kfas@ecis.police.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](http://www.kent.police.uk/report)  
Talk to us on LiveChat – available 24/7 [www.kent.police.uk/contact](http://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](http://www.kent.police.uk)   



**Kent  
Police**

### Contacting Kent Police

Report a non-urgent crime online [www.kent.police.uk/report](http://www.kent.police.uk/report)  
Talk to us on LiveChat – available 24/7 [www.kent.police.uk/contact](http://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](http://www.kent.police.uk)   