

Kent Fraud Alert System



TO STOP FRAUD™

No such thing as a free lunch or Electric Toothbrush

Fraudsters are at it again with giveaway scams.

Action Fraud have received over 6,000 reports nationwide about fake emails advising you can claim a free Oral-B electric toothbrush.

The fraudulent email will impersonate well known retailers and will ask you to click on a link and to complete a feedback form and as a reward you will be sent a free Oral B electric toothbrush. However, it is a SCAM designed to steal your personal and financial data.

If you receive a suspicious email, you can report it by forwarding the email to report@phishing.gov.uk

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

SCAM WARNING



Scammers try to lure victims with free electric toothbrushes

Action Fraud has received over 6,000 reports relating to fake emails purporting to giveaway a free Oral-B IO Series 9 Electric Toothbrush.

The emails usually impersonate well-known retailers, such as Boots, and claim that the recipient will receive their free toothbrush if they simply follow the links in the email and complete a feedback form. The links in the emails lead to malicious websites designed to steal personal and financial information.

• If you have any doubts about a message, contact the organisation directly. **Don't** use the numbers or address in the message - use the details from their official website. Your bank (or any other official source) will never ask you to supply personal information via email.

• **Spotted a suspicious email?** Forward it to the Suspicious Email Reporting Service (SERS) - report@phishing.gov.uk



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 Alert

We have received numerous reports of courier Fraud last week across the county, and particular the East Kent but fortunately most people recognised that it was a scam.

They will ring you impersonating the Police and state that they have arrested someone with a cloned copy of your Bank card. They will then ask you to ring 999 to confirm, however, they will stay on the line. In some instances, you will receive a call from the same fraudsters impersonating your 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 monies to a fictitious safe account which is under the control of the fraudsters. They may even ask you 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.

Never divulge personal information and apply the ABC of SCAM awareness, which is Never Assume or Believe and always Confirm.

If you get a call like this and are unsure, then use an alternative phone to the one you have been called on 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 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 ringing 159 and report it to Action Fraud at www.actionfraud.police.uk or call 0300 123 2040.

KENT FRAUD ALERT!
SEE IT - REPORT IT

COURIER FRAUDSTERS IN EAST KENT

ALT | Kent TRADING STANDARDS | Kent Police | VS VICTIM SUPPORT | Medway

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Protect yourself and others against Rogue Traders

We continue to receive reports from across the county of bogus tradesman knocking on people's doors and attempting to get you to agree to either unnecessary work on your property or over charging for a poor job or even taking your money to never return to carry out the work. If you are concerned about someone calling at your home, then do not open your door. Remember, never pay the full price up front for home improvements and always agree payment arrangements and start and finish dates in writing beforehand. Only pay in full when completely satisfied with the work. Our below leaflet provides more advice.

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 or call 0808 223 1133
- For advice: www.citizensadvice.org.uk/consumer/
- Follow [@kent_ECU](https://twitter.com/kent_ECU) or email kfas@ecis.police.uk



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New Scam Alert from Action fraud

Action Fraud have stated that they have received reports of scammers calling victims claiming to be from BT and then subsequently ringing the intended victim and impersonating Action Fraud.

Action Fraud would like to confirm that they will only contact people as a follow up if you have made an initial report and would never make a cold call “out of the blue.”

If you get a call and are unsure and decide to ring back, never use a number that the caller may have supplied and try to use a different phone to the one that you were originally called on. If there is no other phone available wait 10 minutes and ring a family member or friend to ensure the previous call has been disconnected.

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 ringing 159 and report it to Action Fraud at www.actionfraud.police.uk or call 0300 123 2040.

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Copycat Website Scams

KCC have reported a resident losing money to an online copycat website scam whilst trying to get a refund on a rail ticket.

Copycat websites are those which offer services from government departments or local government but are not the official site and charge an often substantial premium for those services, often with no tangible benefit to the customer. They achieve this by using website tools to achieve high positions in search engines such as Google, often ranking them higher than the official site and making it appear as though they are 'official' or 'authorised'. They also have website addresses designed to confuse with the official site, and often feature a similar look and feel and brand design.

Searching and buying official services safely

- Do not automatically opt to use the first website(s) you find in a search engine, even if the address seems authentic and you are in a hurry.
- Instead, take time to look for the official website. You can normally tell that site is official if it ends in '.gov.uk', it has the department, agency or council's authentic logo and contact details and the prices are cheaper.
- If you do opt to use an unofficial site to purchase official services, make sure that the payment page is secure by checking that the address begins with 'https://' (the 's' is short for 'secure') and there is a locked padlock in the browser window.

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