

Kent Fraud Alert System



TO STOP FRAUD™

Fake online gaming email

Be on the lookout for fake emails offering "free spins" at online casinos, they are a scam. They will ask you to click on a link which will take you to a convincing look website under the control of the criminals who will look to steal your personal and financial data.

Forward suspicious emails 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

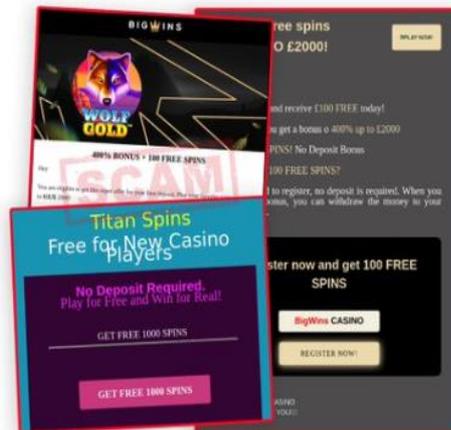
Get the latest scam advice: 
[@KentPoliceECU](https://twitter.com/KentPoliceECU)

SCAM: Fake emails offering "free spins" at online casinos

Action Fraud has received 2,400 reports in two weeks relating to fake emails purporting to be from online casino companies offering "free spins". The links in the emails lead to phishing websites that are designed to steal personal and financial information.

If you have 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

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 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.

www.kent.police.uk   

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Delivery Scams

We have received reports of Kent residents receiving packages addressed to them but found that they contained items that they had not ordered. A short while after the packages were delivered a courier is reported to have reattended their address to collect the packages, claiming they had been delivered in error and that they will take them back for them. However, it is a scam. As the criminals have ordered the goods and then arranged delivery to the victim, in the victim's name and to the victim's home address, with the criminals then collecting the goods stating that they were delivered by mistake.

The first time the victim knows that there is a problem, is when they are contacted for payment of the goods. Often the items ordered are high value Mobile Phones and Laptops.

If goods are delivered that you have not ordered and are marked with your address, then you should inform the company that sent it and wait for them to



send a courier. Always check with them which courier company is making the collection and when they will arrive.

If someone knocks on the door claiming to have come to pick it up after it was delivered by mistake, then do not hand the items over.

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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Had a call from Microsoft or your internet provider recently?

They are called remote access scams. They will often start with a phone call from the criminals stating that there is a problem with your internet and they want to fix it. They will explain that for them to do this, you need to download a piece of software or App so that they can access your computer. It is a SCAM and what they are aiming to do is take over your system and empty your bank accounts.

Companies such as Microsoft, telecommunications providers, banks or other service providers will never contact you out of the blue requesting remote access to your device.

Be wary of downloading software from third-party sites, as some of them might have been modified with malware and other threats.

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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Mobile Phone Upgrade Scam

Criminals are cold calling people, claiming to be telephone service providers and offering mobile phone upgrades for cheap monthly contracts.

These monthly contracts do not exist but criminals are convincing victims to make a purchase and then asking for their personal and financial details. Once they have this information, the scammers are then using it to contact a genuine phone provider and order a new mobile phone handset using the details given but a different phone to that which was requested by the victim.

Once the phone has been delivered to the victim's address, the criminals will then contact the victim and state that the wrong phone has been delivered and will then arrange to collect and take it back. However, it is all a Scam.

Remember, if it sounds too good to be true, then it is.

Never give out your personal information to a third party if you are called unexpectedly.

Do not respond to offers from unsolicited calls and carry out your own research and only contact legitimate phone providers for upgrades.

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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Friend Impersonation Scams

We have been receiving reports of people in Kent receiving emails impersonating friends or family and asking them to assist them with sending gift cards to a family member on their behalf, as they are either short of money at that time or out of the country or having problems with their online banking. It is a SCAM.

If you get an email like this and are not sure, then contact the person using a phone number that you know and check that the request is genuine.

Remember our Fraud Awareness message and Never Assume, Never Believe and Always CONFIRM.

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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