

# Kent Fraud Alert System



TO STOP FRAUD™

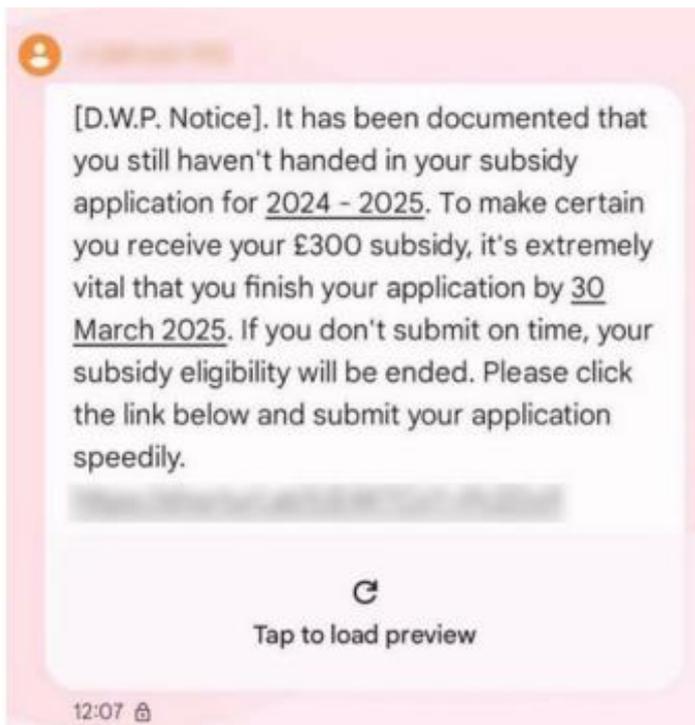
## Alert: Fake DWP Text Messages

We have recently been informed that two Kent residents received text messages impersonating the Department for Work and Pensions (DWP). These messages claimed to be about their eligibility for fuel allowance and instructed them to click on a link to renew or apply.

However, clicking the link directs you to a realistic-looking website controlled by criminals, who aim to steal your personal and financial information.

Please be aware that the DWP would never send such emails with links. If you receive suspicious messages, report them by forwarding to 7726.

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](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

For further information about Fraud, visit our website at [Advice about fraud | Kent Police](http://Advice about fraud | Kent Police)

You will also find valuable information from the Home Office at [Stop! Think Fraud - How to stay safe from scams](http://Stop! Think Fraud - How to stay safe from scams)



**Kent  
Police**

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

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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](http://www.kent.police.uk)   

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## Charity Fraud Alert

Criminals may exploit our generosity by claiming to raise money for fake charities or by impersonating well-known ones. To protect yourself, follow these guidelines:

### When meeting a fundraiser in person:

- Ensure all collectors wear a clearly visible ID badge.
- Check that collection buckets are sealed and undamaged. Most fundraising materials should display the charity's name, registration number, and a landline phone number.
- If in doubt, ask for more information. A genuine fundraiser will be happy to answer your questions.

### When donating online:

- Type the charity's website address directly into your browser rather than clicking on a link. Look for the registered charity number on the website.
- Do not click on links or attachments in suspicious emails.
- Never respond to unsolicited messages or calls asking for your personal or financial details.
- Be wary of online advertisements that only feature a mobile number.
- Ignore requests to donate through money transfer companies, as this is a common scam.
- Only donate to online fundraising pages created by people or organizations you know and trust. If in doubt, contact the charity directly.

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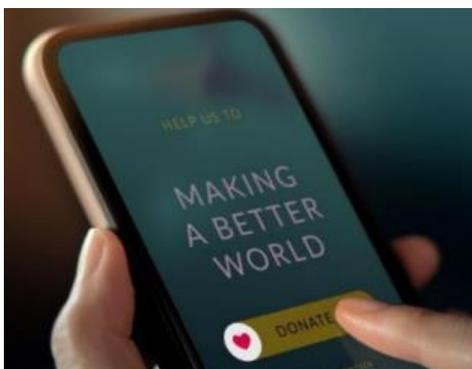
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## Cryptocurrency Investment Scams

We have recently received several reports of cryptocurrency scams. Do you know how to spot the signs of a fraudulent investment? Investment scams are becoming increasingly difficult to identify but there are some telltale signs that can help protect your hard-earned money:

- Do not be rushed into making an investment.
- Seek independent financial advice first, e.g., from your bank.
- Check if the company is registered with the FCA.

Learn more at [ScamSmart - Avoid investment and pension scams | FCA](#)

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](http://www.actionfraud.police.uk) or call 0300 123 2040.

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## DON'T BE FOOLED

Victims of cryptocurrency fraud report being lured in by glossy websites, social media posts and online ads.

#CryptocurrencyFraud

**ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
[www.actionfraud.police.uk](http://www.actionfraud.police.uk)



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## Artificial Intelligence Text Message Warning

Scammers are attempting to steal money using the "Hi Mum" text scam, which has proven highly successful in tricking victims into handing over money to someone they believe is a loved one in need. This scam has been incredibly lucrative for online thieves, with millions believed to have been lost to this tactic.

The scam typically begins with a simple text saying, "Hi Mum" or "Hi Dad." Once the victim responds, the scammers then try to pressure them into sending money before they have time to fully consider their actions. Adding to the concern is the use of AI technology by scammers to create voice messages that sound like the family member in need, increasing the likelihood of the scam being successful.

If you receive any messages like this, follow these steps:

- **Contact them in person:** Reach out to your child using the number you already know. This can quickly reveal whether something is off.
- **Be careful with generic language:** If a message starts with "Hi Mum" or "Hi Dad" and sounds impersonal or unlike your child's usual tone, be cautious.
- **Question financial emergencies:** Emotional pressure is common in these scams. Stay calm and verify the situation before making any decisions.
- **Consider a safe word:** Agree on a word with your family that can be used to confirm identity in urgent situations.
- **Stay up to date:** Learn about emerging scams and make sure your phone is protected with trusted security software.

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## What is 159?

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

If you think that you may have been a victim of fraud, then contact your bank immediately, which you can do by calling **159**.



### Stop, Hang Up,

Ensure that your phone is available for dialing, or alternatively, use another phone. call your bank on **159**.

Need  
to  
contact  
your  
Bank  
Quickly  
Then  
Ring  
159

Call **159** if you experience the following:

- Someone contacts you claiming to be from your bank – even if they do not seem suspicious.
- You are contacted by someone claiming to be an authority figure such as the police or HMRC and told to transfer money – even if the request seems genuine.
- You receive a call about a financial matter and it appears suspicious.

### Reporting a scam

If you think you or someone you know has been a victim of a scam report it immediately to Action Fraud online [actionfraud.police.uk](https://actionfraud.police.uk) or over the phone **0300 123 2040**.

For more information and advice visit [kent.police.uk/fraud](https://kent.police.uk/fraud) or email [KFAS@ecis.police.uk](mailto:KFAS@ecis.police.uk)



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