

# Kent Fraud Alert System



TO STOP FRAUD™

## Royal Mail email Scams

Royal Mail scam emails reported over 5,000 times.

The email will state that you have missed a delivery and that a parcel is waiting to be redelivered and asks you to click on a link. However, it is all a scam and takes you to a realistic website under the control of the criminals where they will look to steal your personal and financial data.

Always report suspicious emails by forwarding them to:

[Report@phishing.gov.uk](mailto: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](http://www.actionfraud.police.uk) or call 0300 123 2040.

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

## Preventing fraud

Together, let's stop scammers.



### Remember, ABC:



**never Assume**



**never Believe**



**always Confirm**

Get the latest scam advice:



[@KentPoliceECU](#)

The screenshot shows a Royal Mail email with a red header and a white body. The text reads: "We missed you today. Letter Type: Large letter. Item from: HM Revenue & Customs. Between: Sunday, 30 June 2024 08:18. We won't need a signature. Not going to be in? View delivery options." A large red "SCAM" stamp is overlaid on the right side of the email. Below the email is a red box with white text: "HOW TO DEAL WITH SUSPICIOUS MESSAGES. 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](mailto:report@phishing.gov.uk)." Logos for Kent Police and Action Fraud are visible in the top right corner of the screenshot.



## 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 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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## QR Codes as enablers of fraud – “An Alert from Action Fraud”

QR codes or quick response codes work when the user scans them via a digital device, usually a smartphone. They are widely used for quickly directing users to websites, logging into devices or ordering or paying for good and services.

Cyber criminals are increasingly using QR technology to scam victims, by creating their own malicious QR codes designed to trick people into handing over banking and/or personal information.



Analysis by Action Fraud from reports across the UK reveals that most of these scams tend to happen in open spaces, such as car parks or parking meters. A common scam involves malicious QR code stickers being placed on top of legitimate QR codes in car parks. These will then link to genuine looking payment sites that steal personal and financial data. Action Fraud are also seeing an increase in the number of fake emails using QR codes. Between October 2023 and June 2024, they received 199 reports from across the UK relating to this type of criminality.

## Advice on how to use QR codes safely

QR codes used in pubs and restaurants are probably safe for you to scan.

Scanning a QR Code in open spaces (stations or car parks) might be riskier. Check for tampered QR Code stickers and if in doubt do not scan them and use a search engine to find the official website or app for the organisation you need to make payment to.

If you receive an email with a QR code in it and you are asked to scan it, then exercise extreme caution, as Action Fraud are seeing an increase in these types of “quishing attacks.”

When scanning a QR code, use the scanner that comes with your phone, rather than using an app downloaded from an app store.

For further information and advice on using QR codes safely see - [How to use QR codes safely - Get Cyber Safe](#)

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

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## AI - Voice cloning

Voice cloning is when a person's voice is recorded and then used to create audio content of that person speaking. Fraudsters can use a voice recording of someone to make them say anything that they want them to.

There is a possibility that criminals can use the voice of a person to create a more believable version of the 'Hi mum and dad' scam on WhatsApp.

Normally, victims receive calls out of the blue from a loved one in distress who eventually needs them to transfer money for some made up emergency.

## How to spot these scams

- The caller will likely not say much – perhaps they will say something short like 'please help me'.
- Listen for unusual background noises and unexpected changes in the tone of the caller that indicate you are not having a real time conversation with a person. Also listen out for unusual pauses.
- Ask the caller for as much detail as possible, as only the real person will know these.
- You may be asked to make a payment using gift cards or cryptocurrencies, as these are typical of scams.

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## The Olympics starts tomorrow but!!!!

Are you planning a trip to watch the Summer Olympics and Paralympic Games LIVE?

Here is where you need to go to for tickets - [Paris 2024 Official Ticketing – Olympic and Paralympic Games](#)

Remember, Paris 2024 does not issue any paper tickets for any of the sessions of the Paris 2024 Olympic and Paralympic Games.

To find out more about ticket fraud go to [Ticket fraud | Action Fraud](#)

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ActionFraud  
Reported to Action Fraud

CITY OF LONDON  
POLICE



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## Bank Impersonation Scam

If you are contacted by your Bank stating there is a problem with your account and that you are being targeted for fraud and that you need to post your money via secure mail to an address for safe keeping or for it to be paid into a new account, **STOP, IT'S A SCAM.**

Your Bank will never contact you like this or ask you to post money to an address.

We have seen several reports of this type of offence recently.

Please advise family and friends about this scam.

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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