

# Kent Fraud Alert System



TO STOP FRAUD™

## Courier Fraud – Tunbridge Wells

These types of offences are still being reported daily across Kent, in particular the Tunbridge Wells area, so please remain vigilant.

The criminals are employing various methods from posing as Police Officers from multiple Kent Police Stations stating that they have arrested someone in possession of the victim's bank card to requesting financial information or asking victims to withdraw cash for a courier to collect as evidence.

If you get any calls like this, STOP, it is a scam.

The Police will NEVER ask you for financial details on the phone or request to collect your card or cash or gold as part of an investigation.

Remember the ABC of Scam Awareness and Never Assume or Believe a call is genuine and always Confirm.

If you get an expected call from someone claiming to be Police or any other organisation, then take their details and end the call. Then call back using a different phone if available. If another phone is not available, then wait 5 minutes and ring a family member or friend to ensure the line has been disconnected and then ring 101. Never call a number they have supplied and never ring 999 whilst still on the call with them. You must always disconnect the call first before ringing 101.

Watch - [Courier Fraud Warning: Stay Wise, Don't Compromise](#)



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](#)

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

## Preventing fraud

Together,  
let's stop  
scammers.



### Remember, ABC:

 never Assume

 never Believe

 always Confirm



**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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## Variation of Rogue Trader Scam

How the Scam works –

You employ a trader to fit a new kitchen or bathroom and for the first few days they will turn up as promised, clearing the old cupboards, appliances etc. and fit part of what you have paid for. They will then start to turn up for the odd couple of hours over the course of a week or two offering various excuses as to why they have been not able to attend, including sickness in the family, problems with vehicles or with problems with items needed to complete the job that have not arrived or have arrived and are damaged etc.

They will keep this going for several months, so that in the end, you employ another trader to complete the job and hence they avoid having to complete the work for which you have paid.

They will the claim that they were always going to complete the work and there was no intention to defraud you and thus claim it is a civil dispute.

To get advice on scams or to report please contact Citizens Advice on 0808 223 1133.

Additionally, 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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## Bank Branch Closure Scam

I have been made aware of a possible new scam.

With Bank branches currently closing around the county, a victim was recently contacted by criminals impersonating their Bank. They informed them that they needed to withdraw all their money from their account and transfer it to a new account that been opened for them, as their old local branch was closing in the next couple of months. Fortunately, the intended victim was prevented from losing their money by branch staff in the Bank.

Your bank will never request that you transfer your money to a new account that they have set for you.

If you get an expected call from someone claiming to be from your Bank, then take their details and end the call. Then call back using a different phone if available. If another phone is not available, then wait 5 minutes and ring a family member or friend to ensure the line has been disconnected and then ring 159.

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## Stop! Think Fraud

### National fraud campaign

Originally launched in February 2024, Stop! Think Fraud is a national campaign that aims to give people the tools and information needed to stay ahead of scams and protect themselves against criminals.

A new burst of activity was launched on 3 March, please visit [gov.uk/stopthinkfraud](https://gov.uk/stopthinkfraud) for advice and guidance.

if you think that you may have been a victim of a scam, then contact your Bank immediately, which you can do by calling 159 and report it to Action Fraud at [www.actionfraud.police.uk](https://www.actionfraud.police.uk) or call 0300 123 2040.

Additionally, for more information about Fraud, visit our website at [Advice about fraud | Kent Police](#)

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**STOP!**  
**THINK FRAUD**  
NATIONAL CAMPAIGN AGAINST FRAUD



UK Government



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## Cryptocurrency Scam

Kent residents are being warned to be vigilant against cryptocurrency fraud attempts following reports from nine victims.

The victims had a combined loss of over £1 million after their personal information was shared online following a data leak.

Personal details were taken from the data leak and used to generate fake Action Fraud reports.

### Fake calls

Once these reports were created the victims were then contacted by someone claiming to be a police officer reassuring them that an investigation had been launched. The officer then told them to expect a call from the crypto wallet host. A second call was then received from someone claiming to be a security officer asking the victim for their seed phrase which is a 12 or 24-word phrase which allows users to control a cryptocurrency wallet.

With that information the fraudsters were able to rebuild the wallet, steal the funds and transfer them so that they cannot be recovered.

### Keep Alert

Detective Sergeant Darryll Paulson said:

'I urge anyone contacted by someone claiming to be from a crypto host, or from the police, not to give out any personal details. 'Scammers are becoming increasingly more calculating in their methods to defraud their victims into losing a substantial amount of money and will often create urgency in the situation, such as telling them they need to act now to stop their funds from being stolen. 'Don't be embarrassed about reporting a scam, it only takes a second to be distracted and fall victim.'

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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