

Kent Fraud Alert System



TO STOP FRAUD™

Bank Impersonation Scam Warning

We are warning residents about a rise in bank impersonation scams, also known as courier fraud.

Scammers contact people by phone, text, or email, pretending to be their bank. They may say:

- Your bank account has been compromised
- They need your help with an investigation

They then pressure victims to download an app or give them access to their bank account.

Never:

- Download apps at the request of someone who contacts you
- Transfer money or withdraw cash
- Buy gold, foreign currency, or gift cards
- Share your bank details, PIN, or personal information

Your bank will never:

- Ask for access to your account
- Ask you to move money to a “safe account”
- Ask you to download an app

What to do

- End the call immediately.
- Contact your bank using 159 (never use numbers given by callers or within messages).

If you have been a victim of any type of scam, then contact your Bank immediately, which you can do by calling 159 and reporting to Report Fraud at [Reporting cyber crime and fraud or phishing attempts - Report Fraud](#) or call 0300 123 2040.

Find out more by visiting our website at [Advice about fraud | Kent Police](#) and also from the Home Office at [Stop! Think Fraud - How to stay safe from scams](#)

Have you been asked to withdraw cash by the police?

This is a scam.

The police or your bank will **never**:

- ask for your bank details or PIN
- ask you to transfer or withdraw and handover sums of money or purchase gold bullion, Gift Cards or other valuable items as part of an investigation.
- send a courier to collect your bank cards, PIN, cash or gold bullion etc



If you are unsure about a call or visitor you have received:

- Don't give out any personal or financial information.
- Hang up or close your front door to check the caller's identity.
- If they phoned you, wait 10 minutes before you use the phone again (or use a different telephone) in case they stay on the line.
- Contact their company yourself or dial 101 for the police – do not call a number they have provided.
- Report suspicious activity straight away.



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.
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Ticket Fraud Warning

With major events coming up this year, including football tournaments, Wimbledon, and popular festivals, criminals are targeting people looking for tickets.

Criminals set up fake ticket websites or social media adverts that look genuine. They may claim to have tickets that are sold out or not yet on sale. Once you pay, the tickets never arrive, or you are told to meet someone at the venue who never turns up. In some cases, fake tickets are sent but are rejected at the event.

Remember: In most cases, it is illegal to resell football tickets.

How to protect yourself

- Only buy tickets from the official venue, promoter, or a well known ticket website
- Be cautious of deals that seem too good to be true
- Avoid paying by bank transfer — use a credit card or PayPal for better protection
- Be wary of unsolicited emails, texts, or social media adverts
- Check if the seller is a member of STAR (Society of Ticket Agents and Retailers) and visit https://www.star.org.uk/buy_safe

Preventing fraud

Together, let's stop scammers.



Remember, ABC:



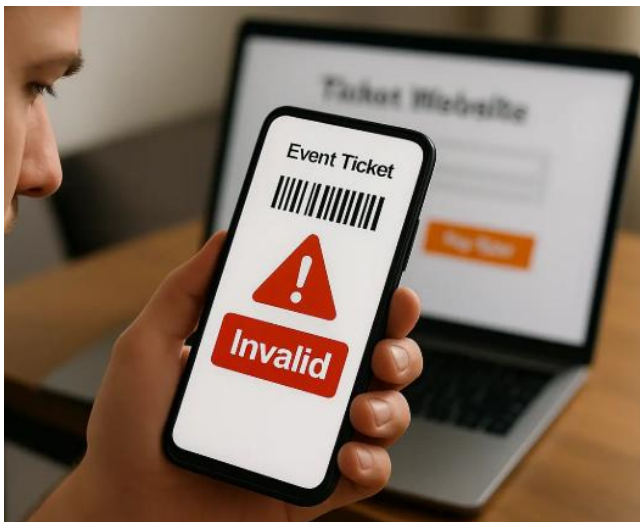
never Assume



never Believe



always Confirm



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HMRC Scam Warning

Criminals are pretending to be HM Revenue & Customs (HMRC) to steal money and personal information.

You may be contacted by text message, phone call, email or letter claiming:

- You are due a tax refund
- You owe tax and must pay urgently
- Legal action or penalties or even arrest will follow if you do not act

These messages often include links to fake HMRC websites or pressure you to act quickly.

HMRC will NEVER:

- Contact you out of the blue to offer a tax refund
- Ask for bank details, PINs or passwords
- Threaten arrest or legal action by phone or voicemail
- Ask you to click links, download apps or make urgent payments

What to do:

- Do not reply, click links or share information
- End suspicious calls immediately
- Report scam emails to phishing@hmrc.gov.uk
- Forward scam texts to 60599 and delete them

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HMRC Refund: You have an outstanding Tax refund of £276.74 from 2020 to 2021. Follow instructions to claim your Tax refund at: <https://gov-tax.refundpr.com/>

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Investment Fraud

Criminals are targeting people across the UK with fake investment opportunities, promising high returns with little or no risk. These offers are scams and can result in serious financial loss.

Common Types of Investment Fraud

- Crypto & AI investments – fake platforms claiming guaranteed profits
- Clone firm scams – criminals pretending to be real UK-authorized companies
- Share or bond scams – “once-in-a-lifetime” opportunities
- Pension investment scams – pressure to move or release pension funds early
- Social media & messaging app scams – adverts or contacts via Facebook, WhatsApp, Telegram, TikTok

Warning Signs

- Guaranteed or “risk-free” returns
- Pressure to act quickly or keep it secret
- Requests to move money to a new account or crypto wallet
- Being contacted out of the blue by phone, email or social media
- Professional-looking websites or documents that do not feel quite right

How to Protect Yourself

- Stop – do not rush into decisions
- Check – search the Financial Services Register
- Ignore unexpected investment offers
- Never share bank details, PINs, or one-time passcodes
- Talk to a trusted friend, family member, or adviser before investing

Remember - Trust your instincts, if an investment sounds too good to be true, it almost certainly is.

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Fraud Alert: Fake Pet Listings Scamming UK Buyers

Thinking of buying a pet online? Stop and double-check before you pay. Santander UK has warned that nearly £160,000 was stolen between January and March from customers who were tricked by fake pet adverts on social media and online marketplaces. This is a sharp rise from £29,735 lost in the last quarter of 2025.

How these scams work

Criminals post convincing adverts for pets that do not exist. Once someone shows interest, they ask for money upfront, often claiming it is for delivery costs, Vet bills or vaccinations or a deposit to secure the animal. After payment is sent, the seller disappears leaving victims without their money and without a pet.

Scammers advertise a wide range of animals, including, Popular dog breeds like miniature dachshunds and cockapoos, Cats, Birds such as parrots, Reptiles, fish and even horses.

How to protect yourself from pet scams -

- Be cautious with social media adverts. Many fake listings appear on Facebook, Instagram and online marketplaces
- Check the seller carefully. Look for genuine contact details, reviews and a history of sales.
- Do a reverse image search. Scammers often reuse photos stolen from other websites.
- Never pay large deposits or unexpected fees. Be especially wary of requests to cover vet bills or transport costs upfront
- Always see the pet in person

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Shadow and Tiger say, "if you are pressured to pay quickly or something does not feel right, then walk away. A genuine seller will not rush you or refuse an in-person visit. Trust your instincts." Purrfect.

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