

# Kent Fraud Alert System



TO STOP FRAUD™

## Mortgage Scams

Criminals are using mortgage offers “as low as 2.39%” to lure people into phishing scams. They request that you click on a link that takes you to a realistic looking website that is under the control of the criminals, who are looking to steal your personal and financial data.

Remember if it looks too good to be true then it probably is. Always forward suspicious emails to [report@phishing.gov.uk](mailto:report@phishing.gov.uk) Your reports have resulted in the removal of 235,000 malicious websites as of May 2023.

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

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

### SCAM WARNING

## Mortgage scams

Action Fraud has received 538 reports in two weeks relating to fake emails purporting to be from mortgage lenders. The emails claim to offer limited-time deals to low rate mortgages. The links in the emails lead to malicious websites designed to steal personal and financial information.

If you have any 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)



**Kent  
Police**

## Contacting 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 deaf or speech impaired, text 'police' and your message to **60066**

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## Investment Scams

Many of you may have seen on social media, adverts offering attractive investment opportunities, with the promise of high rewards.

The below link will take you a documentary called, "The Billion Dollar Scam." I do not want to spoil this documentary too much by giving away the content of the video but it is basically how companies used Premier League sponsorship to target unsuspecting football fans and made themselves appear as legitimate investment platform.

[The Billion Dollar Scam - BBC World Service - YouTube](#)



The Billion Dollar Scam - BBC World Service  
The billion-dollar scam: How companies used Premier League sponsorship to target unsuspecting football...  
youtu.be

How to protect yourself from Financial Investment fraud:

**Investment opportunities:** Don't be rushed into making an investment. Remember, legitimate organisations will never pressure you into investing on the spot.

**Seek advice first:** Before making significant financial decisions, speak with trusted friends or family members, or seek professional independent advice.

**FCA register:** Use the [Financial Conduct Authority's \(FCA\) register](#) to check if the company is regulated by the FCA. If you deal with a firm (or individual) that isn't regulated, you may not be covered by the Financial Ombudsman Service (FOS) if things go wrong and you lose your money.

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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## Rogue Traders/doorstep Criminals

We continue to receive reports from across the county of bogus tradesman knocking on people's doors and attempting to get you to agree to either unnecessary work on your property or over charging for a poor job or even taking your money to never return to carry out the work.

Remember, never pay the full price up front for home improvements and always agree payment arrangements and start and finish dates in writing beforehand. Only pay in full when completely satisfied with the work. Our below leaflet provides more advice –

## Protect yourself and others against rogue traders

Most people who call at your home are genuine. But sometimes people may turn up unannounced and try to sell you services or items you do not want or need or carry out unnecessary repairs to your home at inflated prices.

If you're concerned about someone calling at your home,  
**don't open your door.**

### **You can:**

- Ask for identification and call their company yourself (not on a number they provide) to check they are genuine
- Ask the visitor to return another time when someone can be with you
- Get three written quotes
- Ask family and friends for recommendations
- Agree payment arrangements and start and finish dates in writing beforehand, and never pay in full until you're completely satisfied with the work.

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### **Pressurised selling on your doorstep is a crime and you can report it:**

- [kent.gov.uk/tradingstandards](http://kent.gov.uk/tradingstandards) or call 0808 223 1133
- For advice: [www.citizensadvice.org.uk/consumer/](http://www.citizensadvice.org.uk/consumer/)
- Follow **@kent\_ECU** or email **kfas@ecis.police.uk**



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## Virgin Media Postal Scam

We have received a report from a Kent resident of this scam. The victim received a letter in the post from whom they believed to be Virgin Media. The letter stated that the caller owed Virgin Media a bill. The opening balance of the letter was nearly £1,296 and it stated that the victims account was in arrears by some £72.00. The victim was suspicious as they did not hold an account with Virgin Media. The letter contained a number for Virgin Media but being suspicious, the victim decided to obtain their number from an official source and telephoned them and they confirmed that they had not sent the letter and that it was a fraudulent. They also confirmed the telephone quoted in the letter was not one of theirs.

If you receive a communication that you believe is suspicious always apply the principle of ABC and never Assume or Believe it is genuine and always confirm. In this case if you think the communication is suspicious, then do not use the number quoted in the letter, as you will just find yourself talking to the criminal.

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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