

Kent Fraud Alert System



TO STOP FRAUD™

Courier Fraud – Urgent Alert

The last couple of days we have seen a number of reports for Courier Fraud in Rochester, Chatham, Faversham, Dartford and Birchington.

One report involved the Victim receiving a call from someone impersonating their Bank saying that they were suspicious of their staff's activities within the branch and that they needed the victim to withdraw a large sum of money and to send it to an address to keep their money secure and safe.

Another involved the victim receiving a call from criminals stating that they were a Police Officer from West Acton Police Station and that they were investigating the victims bank and needed them to assist with their investigation. Victim was told to withdraw money for subsequent collection by a courier.

If you are ever asked to withdraw cash by the police or your bank or to handover your bank cards or assist with an investigation by buying and handing over valuable items, in particular, Gold – **STOP IT'S A SCAM**. The Police or your Bank will never ask you to do this.



TRADING STANDARDS



Kent Police

Preventing fraud

Together, let's stop scammers.



Remember, ABC:



never Assume



never Believe



always Confirm

Get the latest scam advice:



@KentPoliceECU

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 or call 0300 123 2040.

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



**Kent
Police**

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.

www.kent.police.uk   

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Rogue Traders – Folkestone

We have seen several reports of Rogue Traders operating across the county but in particular the Sevenoaks area.

Beware of cold callers offering to clean driveways for extortionate amounts of money. Additionally, people offering to carry out unnecessary roofing work.

These types of offences are not isolated to any individual locations and are taking place across the county.

Remember –

- Always obtain at least 3 written quotes and never agree to work on your doorstep, no matter how tempting the offer.
- Ask family and friends for recommendations.
- Agree payment arrangements and start and finish dates in writing beforehand.
- Never pay in full until you are completely satisfied with the work.

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Romance Scams

In the last year there were 8,792 reports of romance fraud made to Action Fraud, amounting to victims across the UK losing over £94 million.

Romance fraud remains a high-risk fraud, impacting those targeted financially, emotionally, and psychologically.

Read the following from the City of London Police - [Heavy hearts and empty wallets: more than £94.7 million lost to romance fraud in the last year | City of London Police](#)

To find out more about fraud, visit our website at - [Advice about fraud | Kent Police](#)

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 or call 0300 123 2040.

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Over £94.7 million was lost to romance fraud in the last year

Romance fraud is one of the most callous and psychologically damaging types of crime that costs victims more than just a broken bank balance.



If you have been a victim of romance fraud, make a report to Action Fraud.



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Phishing/Fake Email Scams

We have had an increase in reports of these types of scams. What should you do if you've received a scam email?

- Do not click on any links in the scam email.
- Do not reply to the email or contact the senders in any way.
- If you have clicked on a link in the email, do not supply any information on the website that may open.
- Do not open any attachments that arrive with the email.
- If you think you may have compromised the safety of your bank details and/or have lost money due to fraudulent misuse of your cards, you should immediately contact your bank.

Fake emails often (but not always) display some of the following characteristics:

- The sender's email address doesn't tally with the trusted organisation's website address.
- The email is sent from a completely different address or a free web mail address.
- The email does not use your proper name but uses a non-specific greeting like "dear customer".
- A sense of urgency; for example, the threat that unless you act immediately your account may be closed.
- Prominent website links. These can be forged or seem very similar to the proper address, but even a single character's difference means a different website.
- A request for personal information such as username, password or bank details.
- The email contains spelling and grammatical errors.
- You weren't expecting to get an email from the company that appears to have sent it.
- The entire text of the email is contained within an image rather than the usual text format.
- The image contains an embedded hyperlink to a bogus site.

Always report suspicious emails by forwarding them to: 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 or call 0300 123 2040.

To find out more about fraud, visit our website at [Advice about fraud | Kent Police](https://www.kent.police.uk/advice-about-fraud)

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WhatsApp Scams or the scam of mum and dad

Recently we have seen an increase in reports for this crime type.

Criminals will typically claim to be a family member and will usually begin the conversation with “Hello Mum” or “Hello Dad”



They will say that they are texting from a new mobile number as their phone was lost or damaged and will go on to ask for money to purchase a new phone or claim that they need money urgently to pay a bill.

The criminal will supply their bank details for payment, with some criminals coming back on multiple occasions until the victim realises they have been scammed.

How to protect yourself

- If a family member or friend makes an unusual request on WhatsApp, always call the person to confirm their identity.
- You can report spam messages or block a sender within WhatsApp. Press and hold on the message bubble, select ‘Report’ and then follow the instructions.
- Never share your account’s activation code (that’s the 6 digit code you receive via SMS)

Remember to use the ABC of scam awareness and never Assume or Believe a text or email is genuine but Confirm.

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 or call 0300 123 2040.

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