

# Kent Fraud Alert System



TO STOP FRAUD™

## Courier Fraud Alert

We have received several reports across the county, including, Maidstone, Sheerness, Gillingham, Longfield, Tunbridge Wells, Cranbrook, Rochester and Sevenoaks.

On four occasions, the criminals stated that they were a Sergeant Wiggins from Waterloo Police and that they had someone in custody with the intended victims bank card. They have also called impersonating Police at hammersmith Police Station.

They are asking the intended victims not to disconnect the call but to ring 999 whilst remaining on the line, to confirm that they were genuine.

These were all scams.

If you get a call like this and are not sure, then disconnect the call and ring 101 using another phone. If another phone is not available, then wait 5 minutes and ring a family member or friend to ensure the line has been disconnected before ringing 101.

## Preventing fraud

Together,  
let's stop  
scammers.



## Remember, ABC:



never Assume



never Believe



always 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](http://www.actionfraud.police.uk) or call 0300 123 2040.

For further information about Fraud, visit our website at [Advice about fraud | Kent Police](http://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](http://Stop! Think Fraud - How to stay safe from scams)



**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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## Rogue Traders

We have seen several reports of Rogue Traders operating across the county, particularly in Maidstone and Canterbury.

Please be wary of cold callers offering to undertake work on your property as this work may not be necessary or may not be completed to a satisfactory standard and you may be overcharged and out of pocket.

If seeking a tradesperson to undertake some work on your property, please remember to always:

- Obtain at least three written quotes.
- 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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**DOORSTEP  
CRIME ALERT!**  
SEE IT - REPORT IT

**ACTIVE IN  
CANTERBURY AND  
MAIDSTONE**

**Kent  
Police**

**TRADING  
STANDARDS  
CHECKED**

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## Fake O2 telephone calls

A member of the public has reported receiving a call from a criminal purporting to be from O2. They claimed that their service had become slow and they wanted to send them a new sim card to improve the all around quality, as well as giving them a discount on their monthly phone bill.

**\*SECURITY WARNING\*** The one-time code you requested will arrive shortly. If someone's calling you and asking for a code, please end the call because they DO NOT work for O2. If you suspect fraud, call us on 202 so we can protect your account.

**\*Be alert to fraud\*** NEVER share this code, including with O2 staff. Help us protect your O2 account. To retrieve your My O2 account, enter code

The scammer asked them for their email address which is linked to their mobile phone account which they refused. The criminal then sent a onetime passcode via a text message to their mobile and asked them to read out the 6 digit code. Within the text that was sent they received the message on the left.

The reason for the scammer wanting this code is for them to gain access to their account and conduct a "sim swap."

A sim swap would enable the criminals to take control of their mobile phone number, potentially hijacking their calls, texts, and online banking details which would enable them to have emptied out their bank accounts.

If you receive a message or email about SIM swapping but did not request one, make sure you do not ignore. Reporting this early can prevent scammers from accessing your calls and messages.

## How to protect yourself from SIM swapping or call forwarding scams

- Report any unexpected messages you receive about SIM swapping straight away.
- Look out for a loss of service on your mobile device if you are in an area where your signal is normally good.
- Never give out personal information to someone who calls you unexpectedly.
- Be suspicious of callers who ask you to dial a number to fix a problem with your account – no bank or phone provider would call you and ask you to do this.
- Review your phone settings and check call forwarding is set to 'disabled'.

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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## Software service fraud

Many of you would have had that call where the person states that there is a problem with your internet connection or connection speed and they can fix this for you.

This is called, Software Service Fraud but what does it mean?

Computer software service fraud occurs when fraudsters posing as legitimate companies, such as your internet service provider (ISP) or Microsoft, call to tell you that there is a problem with your computer.

They will say something like:

- There is a virus on your computer.
- Or there is something wrong with your computer.
- Or your router or internet connection are not performing properly.

They might say that they can fix the problem for a fee or alternatively they can compensate you for the problem you are experiencing. What these fraudsters really want is for you to unwittingly grant them remote access to your computer by installing software or visiting a particular website and for you to give them your payment details.

## How to protect yourself

- Legitimate companies like Microsoft and Google will never cold call asking for remote access to your computer or for your financial details.
- Always be wary of unsolicited calls. If you are unsure of a caller's identity, hang up.
- Even if the caller can provide you with details such as your full name, do not give out any personal or financial information during a cold call.
- Never grant the caller remote access to your computer, never go to a website they give you and never install software because of the call.
- If you think you have downloaded a virus, consider having your computer looked at by a trusted technician to determine if malicious software was installed on your machine during the call.

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 and Credit Card Fraud

Card fraud is when a criminal steals personal information from your credit or debit card or steals the card itself.

What to look out for –

- Always look after your cards and card details. Try not to let your card out of your sight when making a transaction.
- Check receipts against statements carefully. Contact your card company immediately if you find an unfamiliar transaction.
- Store your statements, receipts and financial documents safely and destroy them, preferably using a shredder, when you dispose of them.
- Sign any new cards as soon as they arrive.
- Cut expired cards through the magnetic strip and chip when replacement cards arrive.

For further information please view the following short information film (lasts 29 seconds) - <https://x.com/i/status/1849441253953294531>



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