

# Kent Fraud Alert System



TO STOP FRAUD™

## Puppy Scams

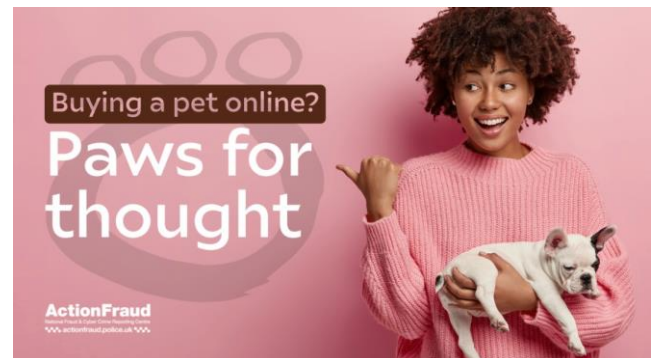
Although this is an old scam it is a recurring scam that is currently on the rise. So here is some advice to avoid becoming a victim of this scam.

**Do your research:** if you're making a purchase from a website or person you don't know and trust, carry out some research first. Look up reviews of the website or person you're buying from. If you're purchasing an item from an online marketplace, you can view the seller's feedback history before going ahead with the purchase.

**Trust your instincts:** if you're unable to view the animal in person, ask for a video call. If you're buying a young animal, make sure you're able to see the mother and rest of the litter. Any responsible seller will understand why you want to view the animal in person. If the seller declines, challenge them on why. If you have any suspicions, do not pay any money until you're certain it's genuine.

**Choose your payment method wisely:** avoid paying by bank transfer. Credit card or payment services such as PayPal give you a better chance of recovering your money if you become a victim of fraud.

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



**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**

[www.kent.police.uk](http://www.kent.police.uk)   

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## Doorstep Criminals/Rogue Traders

We are still seeing a number of reports of residents being targeted by cold calling criminals saying their roof, drive or gutter needs either cleaning or repair but it is a scam and they will pester the resident until they agree to them carrying out the work. They will then carry out some extra work on a small area without asking and then demand payment and intimidate the resident into having the whole job being completed by them, even though they have not asked for this work to be carried out. The following gives some guidance on what to do, if you get someone cold calling in this way,

- Never agree to work to be carried out on the doorstep as a result of a cold call.
- 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. If the person becomes aggressive and you are feeling intimidated or threatened, then call the 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](http://www.actionfraud.police.uk) or call 0300 123 2040.

## 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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Get the latest scam advice: @KentPoliceECU

### 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](mailto:kfas@ecis.police.uk)



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## ATM Crime

Take care when using an ATM or hole in the wall, as Scammers have been known to insert a strip of metal into the card slot, stopping cards from reappearing. They may 'shoulder surf' or ask if you want help, to gain access to your pin. Later taking the card out & withdrawing money.



Here are some rules when using a ATM:

- Cover your PIN as you type it
- Stand close to the machine
- Use your free hand and body to shield the keypad as you enter your PIN

This will prevent any prying eyes or hidden cameras seeing your PIN. Don't get distracted. Be particularly cautious if seemingly well-meaning strangers talk to you or offer to help while you're using the ATM.

If they're persistent, simply cancel the transaction and discreetly put your card away. Fraudsters sometimes fit devices to cash machines that trap your card, or 'eat' it, which they then retrieve as soon as you've left the area.

If an ATM eats your card for any reason, report it to your card company straight away, ideally using your mobile while you're still in front of the machine. Make sure you store your card company's 24-hour contact number in your phone.

Once you've completed a transaction put your money and card away before leaving the cash machine. Destroy or ideally shred your cash-machine receipts, mini-statements or balance enquiries when you've finished with them.

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## Impersonation Scams

There were 45,367 cases of Impersonation scam in the UK in 2022, with losses totalling £177.6m. Only 51% of people always check whether a request for money or personal information is legitimate.

What is impersonation fraud?

Impersonation fraud take place when a criminal contacts someone pretending to be a trusted organisation such as a bank, the police, a delivery or utility company, or perhaps a friend or family member.

Scams often start with a call, text, email or direct message with an urgent request for money or personal and financial information.



it is OK to reject, refuse or ignore any requests, as criminals will try to pressure you into making quick decisions that you will later regret.

Always use the ABC of Scam Awareness and **Never Assume or Believe** a request is genuine but **Confirm by calling a Trusted number**, not one provided by the criminal.

You can view the following for more information on this –

[New figures show £177.6m was lost to impersonation scams in 2022 as Take Five to Stop Fraud issues warning to the public | Insights | UK Finance](#)

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