

# Kent Fraud Alert System



TO STOP FRAUD™

## First Alert - HSBC & Halifax Scam Text

I have been sent the following scam text message by a colleague which she received recently.

It is impersonating HSBC and the fraudsters are trying to panic people into clicking on a link. In this example, they are seeking 2 things, the first is to obtain your personal and financial details and secondly to download malicious Malware into your system.

I have spoken to HSBC who stated that, "that HSBC doesn't use mobile numbers to text customers of payments issues asking them to 'click' on links."

We have since applied to get this site/link taken down, however please stay alert to this type of scam if you receive any messages of this nature.

**HSBC SECURITY ALERT:**  
Suspicious activity on account.  
New payee added. Was NOT  
you? Cancel via: [https://  
accesspayremove.com/hsbc](https://accesspayremove.com/hsbc)

N.B - Whilst typing this alert I have just received the same text message today from fraudsters but this time impersonating "Halifax." As stated above, please be aware of these types of scams and if you receive anything like this, do not click on any links. If you are unsure, follow ABC and contact your Banks Fraud department using a Trusted number.

You can forward these messages for further investigation to 7726, by simply following the below,

- Touch and hold the **message**.
- Select More.
- Select the **message** you want to **forward**, then select Arrow in the bottom right corner.
- Enter **7726**.
- Select Send.

## 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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## Second Alert - Amazon Phishing Emails

The below is an alert from Action Fraud and relates to a recent increase in the reporting of phishing emails being sent by fraudsters impersonating Amazon.

If you receive one of these (see below) please do not click on any links and forwarded it for further investigation/action to [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

As always I would remind you of ABC and Never ASSUME or BELIEVE and Always CONFIRM. Never click on a link or divulge personal data, including, Bank Account, Card details and PIN's.

**Preventing fraud**

Together, let's stop scammers.



**Remember, ABC:**

 **never Assume**

 **never Believe**

 **always Confirm**

Get the latest scam advice:



**@KentPoliceECU**

### SCAM WARNING

## Over 270 reports about fake Amazon emails

Action Fraud has received over 270 reports in 24 hours about fake emails purporting to be from Amazon. The emails state that there is an "account issue" and ask the recipients to "verify" their Amazon account. The links provided in the emails lead to genuine-looking phishing websites that are designed to steal Amazon login credentials, as well as personal and financial information.

- Your bank, or any other official organisation, won't ask you to share personal information over email or text. If you need to check that it's a genuine message, call them directly.
- Spotted a suspicious email? Forward it to the Suspicious Email Reporting Service (SERS) - [Report@phishing.gov.uk](mailto:Report@phishing.gov.uk)



**Kent  
Police**

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## Third Alert - Romance Scams



This month together with other law enforcement agencies across the country, we are targeting Romance/Dating scams and we are looking to increase the awareness about this type of fraud. Nationally across the country there has been a 26 percent rise in reports to Action Fraud in the last 12 months.

As a result, throughout the month of October you will be seeing lots of messages and advice about these types of scams.

Romance fraud or dating fraud, occurs when you think you have met the perfect partner online but they are using a fake profile to form a relationship with you. They gain your trust over number of weeks or months and have you believed you are in a loving and caring relationship. However, the criminal's end goal is only ever to get your money or personal information.

Between August 2019 and August 2020, Action Fraud received over 400 reports a month from victims of romance fraud in the UK. Losses reported by victims during this time totalled £66,335,239, equating to an average loss per victim of just over £10,000.

We know it can be embarrassing to feel tricked into thinking you have formed a relationship online but you can **report in confidence to Action Fraud either on line or by calling them on 0300 123 2040 or alternatively, you can also report this to Kent Police by ringing 101.**



On the following page is a helpful guide to spot the signs and how to protect yourself, family and friends from these scams.



**Kent  
Police**

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Report a non-urgent crime online [www.kent.police.uk/report](https://www.kent.police.uk/report)  
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Spot the signs	Protect yourself
You've struck up a relationship with someone online and they declare their love for you quite quickly. They may even talk of marriage or other relationship milestones such as buying a house together. Many romance fraudsters say they are based abroad so will claim a big step in your relationship will be them returning to the UK to be with you. They will claim to be overseas because they work in the military or medical profession, or they're carrying out important charity work. This helps them paint a picture of themselves as being heroic, trustworthy and reliable, and also gives them an excuse for the use of international dialling codes or poor internet connection.	Avoid giving away too many personal details when speaking online to someone you've never met in person, as it can lead to your identity being stolen. This includes revealing your full name, date of birth and home address - even if you're doing it for what seems to be harmless reasons, such as your partner wants to send you flowers or a gift.
They constantly make up excuses why they can't video chat or meet in person and they try and move your conversation off the platform that you met on.	Stay on the site's messaging service until you meet in person. Criminals want to quickly switch to other platforms that are less regulated and have better encryption, so there's no evidence of them asking you for money. Whatever reason you're given to move away from the site where you met, if the other person is genuine, they will accept your decision to stay on the platform until you see each other in person.
When they ask for your financial help, it will be for a time critical emergency. The reason will be something emotive, which pulls at your heartstrings. They'll open up to you about a problem, or something that is worrying them to appear vulnerable and make you feel sorry for them. They may get defensive if you decline to help or make you feel guilty and responsible for the urgent emergency they claim you could have averted.	Most online platforms have a reporting tool which you can use if you suspect someone online is using pictures that don't belong to them, you are suspicious of their behaviour, or they have asked you for money. Reporting their user profile means it can be blocked, which helps protect others.



**Kent  
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*They tell you to keep your relationship private and insist that you don't discuss anything you talk about with your friends and family. This also includes the crisis they find themselves in that requires money. They will convince you this is part of the normal privacy that forms a healthy relationship.*

No matter how long you've been speaking to someone online and how much you trust them, if you haven't met them in person do not:

- send them any money
- allow them access to your bank account
- transfer money on their behalf
- take a loan out for them
- provide copies of your personal documents such as passports or driving licenses
- invest your own money on their behalf or on their advice
- purchase and send the codes on gift cards from Amazon or iTunes
- Agree to receive and/or send parcels on their behalf (laptops, mobile phones etc.)



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