

# Kent Fraud Alert System



**TO STOP FRAUD™**

## Computer Software Service Fraud

### What is it?

Computer software service fraud or sometimes called remote access fraud involves the victim being contacted, told that there is a problem with their computer, and that for a fee this issue can be resolved. The fraudster wants to get remote access to the victim's computer and access their online banking account.

In 2021, Action Fraud received over 20,000 reports of people falling victim to Remote Access scams with losses totalling over £57m. To help protect yourself from falling victim to this type of fraud, always remember:

- A tech company, telecommunications provider, bank or service provider will never contact you out of the blue requesting remote access to your device.
- Only install software or grant remote access to your computer if you're asked by someone you know and trust, such as a friend or family member, and never because of an unsolicited call, browser pop up, or text message.
- Your bank will not ask you to reply to an e-mail with personal information, or details about your account. If you contact them, use a phone number/email address that you know to be true, rather than one sent to you in an email – it may be false.
- It is okay to reject, refuse or ignore requested. Only criminals will try to rush or panic you.

If you think that you may have been a victim of this type of scam, then contact your Bank immediately and report it to Action Fraud at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or calling 0300 123 2040.

## Preventing fraud

Together,  
let's stop  
scammers.



### Remember, ABC:

 never Assume

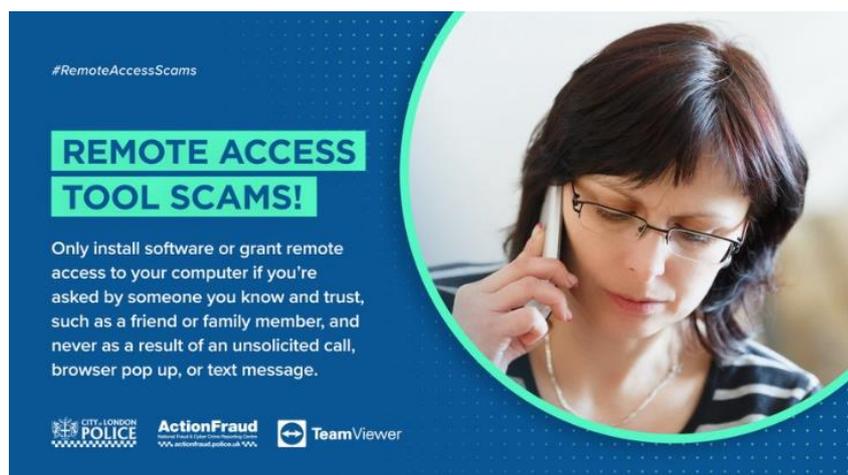
 never Believe

 always Confirm

Get the latest  
scam advice:



**@KentPoliceECU**



#RemoteAccessScams

## REMOTE ACCESS TOOL SCAMS!

Only install software or grant remote access to your computer if you're asked by someone you know and trust, such as a friend or family member, and never as a result of an unsolicited call, browser pop up, or text message.



# 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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## Choc Easter Egg Sweet Tooth Alert

KCC Public Protection are still receiving reports from Kent residents caught out by a free Cadbury Hamper SCAM. The message is being forwarded on WhatsApp by unsuspecting friends. If you receive this message, then do not click on the link and share your personal information. Please delete the message and warn friends & family.

Like we always say, if it is too good to be true, then it is.

If you think that you may have been a victim of this type of scam, then contact your Bank immediately and report it to Action Fraud at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or calling 0300 123 2040.



## Preventing fraud

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### Remember, ABC:

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-  never Believe
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Get the latest scam advice:   
[@KentPoliceECU](https://twitter.com/KentPoliceECU)



**Kent  
Police**

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## Fraudsters impersonating Action Fraud

Action Fraud are aware of a scam circulating where criminals are contacting victims claiming to be from Action Fraud. If you get a call from someone claiming to be from Action Fraud, hang up immediately.

If you are unsure if the call is genuine, then ring them back using either an alternative phone or wait 10 minutes and ring a family member or friend to ensure the phone line has been cleared, as fraudsters can stay on the line.

You can call them directly on 0300 123 2040.

Always remember to apply ABC and never **Assume** or **Believe** a call is genuine and always **Confirm**.

If you think that you may have been a victim of this type of scam, then contact your Bank immediately and report it to Action Fraud at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or calling 0300 123 2040.



## Preventing fraud

Together, let's stop scammers.



### Remember, ABC:

 never Assume

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Get the latest scam advice: 

@KentPoliceECU



**Kent  
Police**

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## Norton Phishing Emails

Watch out for these fake Norton emails, Action fraud have numerous reports of these in the last couple of weeks. The emails states that your anti-virus may have expired or is et to renew and you are urged to contact their “support team” to cancel. The email will contain a number to the fraudsters or links to fake websites controlled by them. These websites are designed to steal your personal/financial data.

If you receive a suspicious email, you can report it by forwarding the email to - [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

If you think that you may have been a victim of this type of scam, then contact your Bank immediately and report it to Action Fraud at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or calling 0300 123 2040

## Preventing fraud

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## SCAM WARNING

## Watch out for these FAKE Norton emails

Action Fraud has received 110 reports in seven days relating to fake emails purporting to be from Norton. The emails state that the recipient's anti-virus subscription may have expired or is set to renew and they are urged to contact the 'support team' in order to cancel. The emails contain a scam telephone number or links to websites designed to steal 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, contact them directly.

Spotted a suspicious email? Forward it to the Suspicious Email Reporting Service (SERS) - [report@phishing.gov.uk](mailto:report@phishing.gov.uk)



If you require any more information on Scams or arranging a Presentation, Email me, Steve Kelly, Kent Police Fraud Protect and Prevent Office, at [stephen.kelly@kent.police.uk](mailto:stephen.kelly@kent.police.uk)



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