

Kent Fraud Alert System



TO STOP FRAUD™

Rogue Traders

This week we have seen reports of Rogue Traders operating in Maidstone, Ashford and Gillingham.

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 or not completed at all. You may also 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.
- Never accept a quote on the doorstep from an unsolicited caller.

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 or call 0300 123 2040.

For further information about Fraud, visit our website at [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](#)



**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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Winter Heating Subsidy Scam

I have received a couple of reports this week of people having received this text message, stating that they were eligible for support but needed to click on a link to update their data.

However, it is a scam. By clicking the link, you will be taken to a realistic looking website under the control of the criminals, where they will steal your personal and financial data.

If you are eligible for the winter fuel payment you will be paid automatically.

Winter Heating Subsidy
Reminder:
Winter is coming, and we will continue to issue winter heating subsidies to help you survive this cold winter smoothly. Since you are eligible to apply, please update your information in the link after reading the information.
<https://tinyurl.com/bdhstjvj?k=2COxT>
Thank you for you

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A Reminder of useful telephone numbers and websites

Reporting a scam

- If you need to call your Bank quickly, then ring 159. You will hear an automated message and will be asked which Bank you require. Simply state the Bank and you will be connected to their customer services department.
- To report a fraud, then contact Action Fraud. You can report either on line via the following website at www.actionfraud.police.uk or by calling 0300 123 2040.
- You can report fake/phishing emails by simply forwarding to report@phishing.gov.uk and there is no need to explain why you are forwarding it, just simply send it.
- Like fake emails, you can report fake texts by forwarding to 7726.

Useful websites

You can obtain valuable information about frauds and how to protect yourself from scams by visiting the following websites –

- Kent Police - [Advice about fraud | Kent Police](#)
- Home Office fraud campaign - [Stop! Think Fraud - How to stay safe from scams](#)
- If you want to know if your email account has been compromised, in other words, do criminals know the password for your email, then visit – [Have I Been Pwned: Check if your email has been compromised in a data breach](#) and follow the instructions. If it has been compromised, then to fix it, you simply need to change your password. To find out how to create a strong password visit – [National Cyber Security Centre - NCSC.GOV.UK](#)

Contacting Kent Police

- To report a non-urgent crime online to Kent Police, then visit www.kent.police.uk/Report
- To talk to Kent Police via LiveChat then visit www.kent.police.uk/contact
- In an emergency, if a crime is in progress or life is in danger call 999.
- For non-emergency calls you can also ring 101.
- If you have a hearing or speech impairment, use Kent Police textphone service 18000 or text them on 999 if you are pre-registered with the emergency SMS service.

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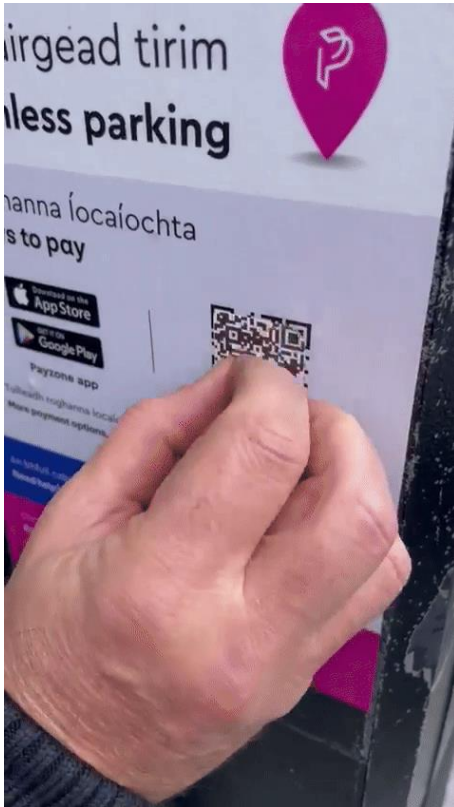
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Quishing Attacks – Be Alert.



Criminals create malicious QR codes that, when scanned, lead to fraudulent websites or prompt downloads of harmful software. As people increasingly use QR codes for various purposes, such as accessing menus or making payments, they may unknowingly scan these deceptive codes, putting their personal information at risk.

Canterbury City Council found a number of fake QR Codes on their car parking machines recently and want to remind residents not to scan any QR code you see on a parking machine. Payment for parking by QR code is not something Canterbury City Council offer at any of their car parks or for on-street parking.

Before scanning a QR code, like in a car park, restaurant or some other public space, check that it hasn't been tampered with or got a sticker placed over an original code. If you see a QR code that is on a card on a public place, ask a member of staff before proceeding.

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](#)

You will also find valuable information from the Home Office at [Stop! Think Fraud - How to stay safe from scams](#)

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Romance Scams

We are seeing an increase in requests/use of Gift Cards by criminals in their scams, in particular, for Romance scams.

Gift cards are easily negotiable for the criminals and makes it difficult for Banks to spot and block the transaction.

Never send money or gift cards to a person you have only ever met online, no matter how time critical a reason they give.

What is gift card fraud?

Gift card scams start with a call, text, email, WhatsApp or social media message. Scammers will say almost anything to get you to purchase gift cards — like Google Play, Apple, Steam, iTunes, or Amazon cards.



Together, let's stop scammers - Remember, ABC

A Never **Assume**
If you get a message from anyone claiming to be a friend or family member, or someone claiming to be from a reputable organisation such as HMRC, a bank, or the police, and you are asked to purchase any gift cards — **STOP! – it will be a scam.**

B Never **Believe**
Scammers will often claim it is an emergency and typically invent a time-critical reason as to why they need you to help them, they need to pay an urgent bill, for example. They will often pull at the heartstrings and say you are the only person they can turn to.

C Always **Confirm**
Protect yourself by trying to speak to the person who you think is asking for the gift card directly or in person – For example: if it is the bank, find the official contact number on your bank card, recent statement or ring 159 and speak with them.

Reporting a scam

If you think you or someone you know has been a victim of a scam report it immediately to Action Fraud online actionfraud.police.uk or over the phone **0300 123 2040**.

For more information and advice visit kent.police.uk/fraud or email KFAS@ecis.police.uk



Call 159

If you have paid money or shared bank details, contact your bank's fraud team straight away.

Call 159 for the bank hotline. This number connects you directly to your bank.



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The leaflet opposite has been produced to offer guidance on these scams and how you can protect yourself.

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