

# Kent Fraud Alert System



TO STOP FRAUD™

## Phishing/Fake Email Scams

We have had an increase in reports of these types of scams. What should you do if you've received a scam email?

- Do not click on any links in the scam email.
- Do not reply to the email or contact the senders in any way.
- If you have clicked on a link in the email, do not supply any information on the website that may open.
- Do not open any attachments that arrive with the email.
- If you think you may have compromised the safety of your bank details and/or have lost money due to fraudulent misuse of your cards, you should immediately contact your bank.

Fake emails often (but not always) display some of the following characteristics:

- The sender's email address doesn't tally with the trusted organisation's website address.
- The email is sent from a completely different address or a free web mail address.
- The email does not use your proper name but uses a non-specific greeting like "dear customer".
- A sense of urgency; for example, the threat that unless you act immediately your account may be closed.
- Prominent website links. These can be forged or seem very similar to the proper address, but even a single character's difference means a different website.
- A request for personal information such as username, password or bank details.
- The email contains spelling and grammatical errors.
- You weren't expecting to get an email from the company that appears to have sent it.
- The entire text of the email is contained within an image rather than the usual text format.
- The image contains an embedded hyperlink to a bogus site.

Always report suspicious emails by forwarding them to: [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

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.

To find out more about fraud, visit our website at [Advice about fraud | Kent Police](https://www.kent.police.uk/advice-about-fraud)

## Preventing fraud

Together,  
let's stop  
scammers.



### Remember, ABC:



never Assume



never Believe



always Confirm

Get the latest  
scam advice:



@KentPoliceECU



**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)

