

Kent Fraud Alert System



TO STOP FRAUD™

Pet Scams

I have reported on this previously but we are still seeing victims falling for this scam. Please be careful if you purchase a new puppy or kitten on-line without seeing the animal, as it could be a scam.

Figures from Action Fraud, the national reporting centre for fraud and cyber crime, show that criminals conned 4,751 animals lovers out of £1,935,406 between March and November this year, after they put down deposits for pets they saw advertised online. This is an increase of over 400% when compared to the same period in 2019. Best advice is -

- Always see puppy and mum together at their home and make sure to visit more than once, even if it is via video call due to coronavirus restrictions.
- Never pay a deposit up front without seeing the puppy in person.
- Ask lots of questions and make sure you see all vital paperwork, such as a puppy contract – which gives lots of information about their parents, breed, health, diet, the puppy's experiences and more.
- Carry out research into the seller and avoid paying for goods by bank transfer

For more information and advice about how to avoid being misled when buying a puppy advertised online, search 'Dogfished' or visit www.dogstrust.org.uk/dogfished.

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
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 deaf or speech impaired, text 'police' and your message to **60066**

www.kent.police.uk   

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Over £2 million lost to criminals impersonating well-known broadband providers

2,007 reports of computer software service fraud were made to Action Fraud last month. Victims reported losing a total of £2,148,976. Action Fraud has received reports of criminals cold calling victims purporting to be calling from well-known broadband providers primarily, claiming that the victim has a problem with their computer, router or internet. The suspect persuades the victim to download and connect via a Remote Access Tool (RAT), allowing the suspect to gain access to the victim's computer or mobile phone. Some reports also state that criminals have been using browser pop up windows to initiate contact with victims. Victims are then persuaded to log into their online banking to receive a refund from the broadband provider as a form of compensation. This allows the suspect access to the victim's bank account and the ability to move funds out of the victims account into a UK mule account. There has also been an increase in the variety of service providers being impersonated, with multiple providers being affected.

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Top tips/remember -

- Genuine organisations would never contact you out of the blue to ask for personal or financial details, such as your PIN or full banking password.
- Never install any software, or grant remote access to your computer, because of a cold call.
- Don't contact companies promoting tech support services via browser pop-ups.
- Hang up on any callers that claim they can get your money back for you.
- If you have made a payment, contact your bank immediately. They can help you prevent any further losses.
- If you granted remote access to your computer, seek technical support to remove any unwanted software. If you need tech advice, look for reviews online first or ask friends for recommendations.

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If you think you've been a victim of fraud, report it to Action Fraud online at actionfraud.police.uk or by calling 0300 123 2040.



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“Safety advice after telephone fraudster poses as Kent Police officer”

Fraud investigators are reminding residents of safety advice following a report a cold caller claimed to be from Kent Police and defrauded a Medway man of money.

The victim reported receiving a call on the afternoon of Tuesday 15 December 2020 from an individual who claimed to be from the force. The fraudster then told the resident that someone had used his National Insurance number and he would need to purchase online vouchers, which they agreed to do. The cold caller then instructed them to share the voucher codes, which were passed on over the phone. Investigators are reviewing the circumstances and would like to hear from anyone that has received a similar call.

Fraudsters can go to great lengths to appear genuine and this can include obtaining personal information, which they then disclose to the victim to give an appearance of legitimacy. In extreme cases, they can also spoof a telephone number to make it appear like they are calling from a genuine agency. Kent Police will never request money from an individual, nor will an officer ever direct a person to make a transaction on their bank card as part of enquiries. If you receive such a call, end it immediately, wait five minutes for the phone line to clear and contact Action Fraud or the police. If possible, call from a different number – if the call was received on a landline, for example, contact the authorities on your mobile.

Detective Sergeant Marc Cananur, from Kent Police’s Economic Crime Unit, said: ‘Fraudsters are organised criminals and can be very sophisticated in their offending. Their techniques are known to work on people from all walks of life so, even if you do not consider yourself to be vulnerable, it is prudent to be aware of this type of offending.

‘Remember, we will never ask you for money or instruct you to make a payment to assist with our investigations.

‘We are investigating this report and do proactively target people who we suspect are involved in this type of offending. Our expert officers have achieved a number of successful prosecutions this year and work with partner agencies to share safety messages with all groups of people. There will be no let-up in our efforts to protect the public from fraud.

‘If you have received a call of this nature, please report it to Action Fraud or us.’

Reports can be submitted to Kent Police via the force’s website, or by calling 101.

To make a report to Action Fraud, 0300 123 2040 or use their online reporting tool available via: www.actionfraud.police.uk/



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