

Kent Fraud Alert System



TO STOP FRAUD™

Courier Fraud (Police impersonation frauds)

Again, we have seen attacks across Kent.

However, what is Courier fraud?

The scam can change from having a family member arrested and you need to call 999 or that fraud has taken place on your account. They may tell you to buy gold, jewellery or watches, which they send a courier to collect or even ask you post it.

Some Kent residents have had thousands of pounds stolen this week.

The Police never telephone and ask for your bank card and pin number to be collected by a courier, withdraw cash or buy gold to assist in an investigation.

Remember the ABC of Scam Awareness and Never Assume or Believe a call is genuine and always Confirm. If you get an expected call from someone claiming to be Police or any other organisation, then take their details and end the call. Then call back using a different phone if available. If another phone is not available, then wait 5 minutes and ring a family member or friend to ensure the line has been disconnected and then ring 101.

Never call a number they have supplied and never ring 999 whilst still on the call with them. You must always disconnect the call first before ringing 101.

Watch - Courier Fraud, how the scam works: [Courier Fraud Warning: Stay Wise, Don't Compromise](#)



If you have been a victim of any 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**

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Protect yourself from payment diversion fraud when buying a new property

City of London Police are urging the public to remain vigilant following a rise in payment diversion fraud - commonly known as conveyancing fraud. This type of fraud often involves criminals impersonating solicitors or estate agents to intercept large financial transfers during property transactions.

Between 1 April 2024 and 31 March 2025, 143 cases of conveyancing fraud were reported to Action Fraud, resulting in £11.7 million in losses. The vast majority involved residential property transactions, accounting for 140 reports and £10.97 million in losses, with an average loss of £78,393 per case.

What is conveyancing fraud or payment diversion fraud?

Conveyancing fraud occurs when criminals gain access to email chains between property buyers, sellers, solicitors, and estate agents. Once inside, they impersonate a trusted party and send convincing messages requesting that funds, such as deposits or final payments, be transferred to bank accounts under their control. These scams are often timed to coincide with the final stages of a transaction, when large sums are expected to be moved quickly. Fraudsters apply pressure, claiming urgency, and convincing victims that delays could jeopardise the deal. This type of fraud is not limited to home purchases - it has also been reported in rental agreements and probate transactions, where funds are transferred as part of estate settlements. Fraudsters will often use hacked or spoofed email accounts so that their messages can appear highly authentic. Victims may not realise they have been deceived until the money is gone.

How to protect yourself from conveyancing fraud:

- **Receiving bank details securely:** always get your solicitor's bank details in-person or over the phone at the start of the conveyancing process, and request that any changes to these details be communicated with you in-person, by phone call, or by letter.
- **Email or texts asking you to change bank details:** if you receive a message that feels suspicious, such as a request from your solicitor asking you to amend payment information, STOP! Think fraud. Contact your solicitor directly, over the phone or in-person, and verify that the request was genuine.
- **Prioritise your email security:** you should use three random words to create a strong and separate password for your email account. [Enable two-step verification](#) to add an extra level of security.

What to do if you are a victim of conveyancing fraud:

- **If you have made a payment:** inform your bank as soon as possible, they can help you prevent any further losses.

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Online Shopping Scams

As we get closer to Black Friday and Christmas, criminals are continually active with these types of scams.

To protect yourself from online shopping scams, consider the following tips:

- Verify the legitimacy of the retailer: Research online shops to check they are legitimate, especially if it is a store you've not used before.
- Use a credit card for payments: Credit card payments offer more protection than debit card payments.
- Secure your email account: Use a strong password for your email to protect against phishing attacks.
- Be cautious with links in emails and texts: Avoid clicking on links in suspicious emails or texts.
- Use strong passwords: Create unique passwords for each online account to protect against breaches.

By following these tips, you can significantly reduce your vulnerability to online shopping scams and enjoy a safer online shopping experience.

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Rogue Trader Alert

Over the past week we have received reports of victim's being subject of these types of offences from Maidstone, Sevenoaks, Chatham, Coxheath, Swanley, Herne Bay, Gravesend and Dartford.

Many reports involved cold callers offering to conduct (unnecessary) work and then stating that they had found more non-existent problems. They have been touting for Roof work, gardening and cleaning gutters etc.

These types of offences are not isolated to any individual locations and are taking place across the county. Remember –

- Never deal with cold callers.
- Always obtain at least three written quotes and never agree to work on your doorstep, no matter how tempting the offer.
- 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 respond to cold callers! You could well end up paying an inflated cost for unnecessary and poor-quality work.
- Please warn your friends and family to be alert.
- If you need work done on your home or garden use a safe local trader from KCC Trading Standards Checked: [Trading Standards Checked](#)
- You can report cold callers online at - [Report | Kent Police](#)

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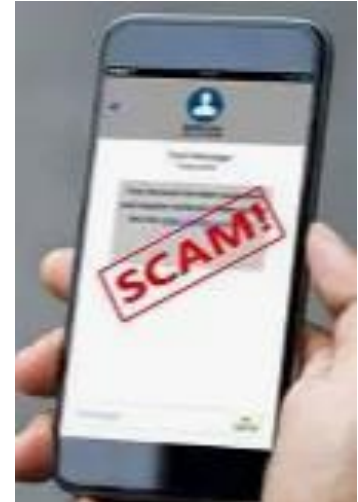
Winter Fuel Payments – fake emails and text messages

We are still receiving lots of reports of this scam.

The below is one such report received this week.

“I received a text message from a suspect purporting to be DWP. They advised me that I needed to apply for winter fuel, but I did not click on any link and did not reply to the message. The message was asking for bank details so that I could obtain £200 winter fuel allowance.”

- **Winter Fuel Payments are made automatically and the UK Government will never ask for bank details by text.**
- **Anyone who receives a text message inviting them to apply for a payment should not engage with it and instead forward it to 7726.**
- **Winter Fuel Payments will automatically be paid into people's bank accounts with eligible people receiving a letter in October or November saying how much they will receive. Payments will be made between mid-November and December 2025.**



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You can forward suspicious emails to report@phishing.gov.uk and report suspicious text messages to 7726. If you have been a victim of any 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.

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