

ALERTS

TRADING STANDARDS

15/10/2025

TV Licensing scam

A dodgy email claiming to be from TV Licensing tells you that your direct debit payment has been declined.

The link in the message takes you to a copycat government website using a convincing gov.uk logo, font, and branding, and also includes genuine links to the official gov.uk website, for you to fill in your personal details.

Dear Consumer,

We were unable to take a payment for your TV Licence, as your insurer has declined the Direct Debit payment demand.

This may have happened because your details have changed. To make sure you stay licensed, provide updated Direct Debit details promptly. Once you have done this, you can also update any other details if required.

[Update Direct Debit Details](#)

DO NOT CLICK ON THE LINK.

Call 159 using a different phone if you receive a call claiming to be from your bank. This will put you through to your bank's genuine customer service line.

WHERE TO REPORT

Protect others by reporting incidents like this.

Report suspicious texts you have received but not acted upon, by forwarding the original message to 7726, which spells SPAM on your keypad.

Report suspicious emails you have received but not acted upon, by forwarding the original message to report@phishing.gov.uk

If you, or anyone you know, have been affected by this fraud or any other scam, report it to Action Fraud by calling 0300 123 2040 or visiting www.actionfraud.police.uk

tradingstandards@royalgreenwich.gov.uk