Kent Fraud Alert System

Boots Fake Email

I have had report of a fake email/phishing scam involving criminals impersonating Boots.

The intended victim was asked to click a link to complete a survey and in return they would receive a £25 Gift Card for Boots. At the end of the survey, they were asked to make a payment of £1.95.

Later that day they received a phone call from the criminals impersonating their Bank where they tried to get them to hand over their Passwords and Pins etc. However, it was all a scam.

A copy of the scam email is below.

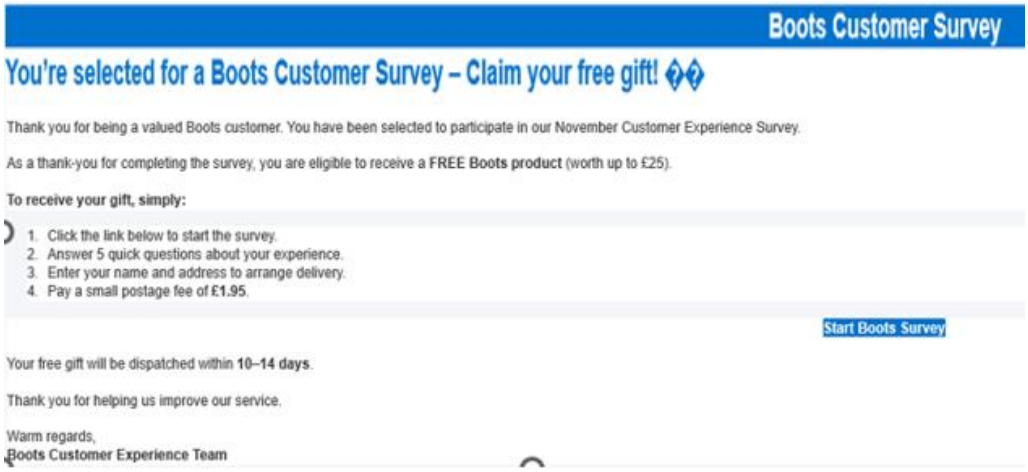
At this time of year criminals like to impersonate organisations with cheap offers and asking you to click on links to complete a survey in return for gift cards etc. My advice is, if it is too good to be true, then it is and always avoid clicking on links. If you are still unsure, then contact the company on a trusted number but not one supplied in the text or email and they can confirm if it is genuine.

You can report suspicious emails by forwarding to report@phishing.gov.uk

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



Boots Customer Survey

You're selected for a Boots Customer Survey – Claim your free gift! ??

Thank you for being a valued Boots customer. You have been selected to participate in our November Customer Experience Survey.

As a thank-you for completing the survey, you are eligible to receive a FREE Boots product (worth up to £25).

To receive your gift, simply:

1. Click the link below to start the survey.
2. Answer 5 quick questions about your experience.
3. Enter your name and address to arrange delivery.
4. Pay a small postage fee of £1.95.

Start Boots Survey

Your free gift will be dispatched within 10–14 days.

Thank you for helping us improve our service.

Warm regards,
Boots Customer Experience Team

Kent Fraud Alert System

Curry's/Argos accounts being targeted by criminals

We have received reports from the public where Argos and Curry's accounts have been compromised, and purchases made. This is not just local to Kent but appears to be happening nationwide.

With Black Friday and Cyber Monday deals flooding the internet, this warning is timely. In some instances, particularly with Curry's, the 'buy now pay later' option has been used, leaving the account holder with finance plans in their names, despite the purchase not being made by them or the goods received by them.

In many of the Argo's cases, purchases have been made using the true account holder's "saved" payment details, requiring them to have to cancel and replace cards.

We would urge anyone with either a Curry's or Argos account to take the preventative measure of changing their passwords at the earliest opportunity. Unfortunately, neither company offer the option of 2-step verification (2SV), so our advice is to never save payment details on accounts that are not protected with 2SV. Until this becomes an option, we would strongly advise removing any saved payment methods.

Having a strong password is also important and current best practice recommends putting three random words together to create a password, as longer equals stronger and creates little chance of anyone guessing or working out your password. For more information on this go to - Three random words - NCSC.GOV.UK

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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

Kent Fraud Alert System

Crypto/Investment Scams

We are receiving reports daily, of people being scammed on investment frauds.

Many people at present are looking at making the most of their savings and are on the lookout for good investments with high returns.

However, criminals are aware of this and victims of investment fraud report being lured in by glossy websites, social media posts and online ads.

Criminals will call by telephone, email, with too good to be true offers to entice people to invest. They will also befriend people via social media with details of great investments in which they have invested. Investment scams can be hard to spot.

Criminals often impersonate trusted public figures like Martin Lewis, Elon Musk, or Jeremy Clarkson to gain your trust. With the rise of AI and deepfake technology, these impersonations are becoming more convincing than ever.

Before ever investing, STOP. Always seek independent financial advice before investing, for example speak to your Bank. You can also check the FCA Warning List - ScamSmart - Avoid investment and pension scams | FCA

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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Kent Fraud Alert System

New Smishing (text) Scam Alert

There have been new reports of criminals sending fake text messages claiming to be from the **Driver and Vehicle Standards Agency (DSVA)**. These texts issue **fraudulent illegal parking notices** and ask victims to click malicious links to pay fines.

Warning Signs of the DSVA Scam

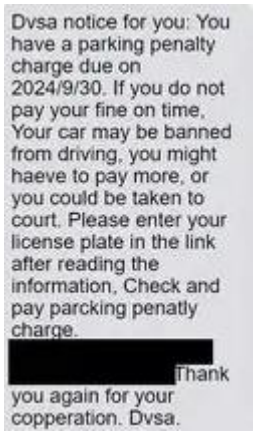
You receive a text message claiming you have parked illegally and owe a fine.

- The text message includes a link to "pay fine now" or "view fine details."
- Threats of extra charges or legal action if you do not act quickly or offers of a reduced fine if you pay within a limited time frame!
- Poor spelling or grammar mistakes in text messages received.

How to Protect Yourself

- Know that the DSVA does not issue parking fines by text message.
- Do not click on links in suspicious texts.
- Do not reply or share personal/banking details.
- Check official DSVA or your local council websites for genuine notices.
- Forward scam text messages to 7726.
- Block and delete suspicious numbers.
- Keep your phone's security software up to date.

Remember: The DSVA does not issue parking fines by text message.


Dvsa notice for you: You have a parking penalty charge due on 2024/9/30. If you do not pay your fine on time, Your car may be banned from driving, you might haeve to pay more, or you could be taken to court. Please enter your license plate in the link after reading the information, Check and pay parcking penatly charge. [redacted] Thank you again for your copperation. Dvsa.

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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Black Friday Scams

Black Friday deals are already underway but not all are what they seem.

Last year £11.8m was lost nationally to online shopping frauds between November 2024 and January 2025.

Fraudsters will use too good to be true deals to attract potential victims and Black Friday provides the perfect occasion for them to disguise their schemes and will be busy setting up and using Fake adverts to try and to steal your financial details and money.

Scammers like to impersonate big brands to sell non-existent items on social media any time of year, however, you are likely to see more of these adverts during the festive shopping season.

Adverts on social media that claim to be giving away free or heavily discounted items should be treated with caution. This is especially true for ads posted from accounts that are not verified. These are the accounts that do not have a blue tick next to their names to identify them as officially linked to the brand they claim to represent.

Scammers also use deepfake videos and AI-generated images to impersonate well known people and brands to make them appear more convincing. So, pay attention to the finer details and look for images that are too perfect and with video footage, look for signs of poor lip-syncing and unnatural expressions.

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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TAKE FIVE TO STOP FRAUD™

What is 159?

Think you have been scammed and need to contact your Bank quickly, then ring 159 – See below.

Call 159 if you experience the following:

- Someone contacts you claiming to be from your bank – even if they do not seem suspicious.
- You are contacted by someone claiming to be an authority figure such as the police or HMRC and told to transfer money – even if the request seems genuine.
- You receive a call about a financial matter and it appears suspicious.

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**

Together, let's stop scammers

Remember, ABC:

never Assume
never Believe
always Confirm

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**
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