

Kent Fraud Alert System



TO STOP FRAUD™

COURIER FRAUD ALERT

Residents are reminded to be alert to fraud, following reports that criminals posing as police officers have been cold-calling people to ask for money. On Thursday 1 October 2026, several members of the public reported receiving phone calls from people claiming to be from the police. Victims reported that in some instances, the number shown falsely appeared to be a Kent Police number, while others were told that a named officer was calling from a station in Kent, they were given a reference number and even provided with a false email for the victim to contact.

The fraudsters provided false claims that the person's passport or personal details were being used in crime and - as part of an investigation - requests for money were made. Two victims reported losing money after being conned into giving details of their crypto accounts including seed phrases, which are similar to passwords and can be used to access crypto wallets. Enquiries into the reports are ongoing, as officers work to identify offenders.

Protect Yourself -

If you receive a call from someone claiming to be the Police:

- Obtain the caller's name, collar number and department.
- End the call immediately.
- Wait several minutes before making another call, or use a different telephone if possible.
- Contact the Police on 101 or your bank using 159 to verify the caller's identity.

Remember -

- The Police will NEVER ask for your bank account details or PIN.
- The Police will NEVER ask you to withdraw cash, purchase gold, jewellery, gift cards, cryptocurrency or other valuables as part of an investigation.
- The Police will NEVER ask you to take part in a covert operation involving your own money.
- Your bank will NEVER ask you to transfer money to a "safe account" or "secure account".
- Your bank will NEVER send a courier to collect cash, bank cards, PINs, passwords, jewellery or other valuables.
- Neither the Police nor your bank will ask you to post cash, bank cards, valuables or precious metals for safekeeping.
- Fraudsters may try to keep you on the line while pretending to transfer your call to the Police or your bank. Always end the call and independently verify who you are speaking to.

If you have been a victim of any type of scam, then contact your Bank immediately, which you can do by calling 159 and reporting to [Report Fraud at Reporting cyber crime and fraud or phishing attempts](#) or call 0300 123 2040. Find out more by visiting our website at [Advice about fraud | Kent Police](#) and from the [Home Office at Stop! Think Fraud - How to stay safe from scams](#)



**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.

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FRAUD ALERT: Fake TV Licence Payment Failure Emails

I have received some calls from the public about phishing emails claiming there is a problem with a TV Licence payment. Criminals are sending messages that appear to be from TV Licensing in an attempt to steal personal and banking information.

Some of the wording being used includes:

- "Your TV Licence payment has failed"
- "Action required: your Direct Debit payment has failed"
- "Your TV Licence has expired"
- "Final reminder: your TV Licence renewal is overdue"
- "Important: confirm your details to avoid a £1,000 fine"

These emails often urge recipients to click a link to update payment details or renew their licence. The link takes victims to a fake website designed to steal personal, banking and card information.

Protect Yourself

- Do not click links in unexpected emails or text messages.
- Never provide personal, banking or card details after following a link.
- If you need to check your TV Licence, visit the official TV Licensing website directly by typing the address into your browser.

If you receive a suspicious email, you can report it by forwarding to report@phishing.gov.uk and then delete it.

Remember our ABC Message and Never Assume or Believe something is genuine and Always Confirm by using a trusted number.

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Preventing fraud

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Remember, ABC:



never Assume



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Kent Trading Standards prosecute doorstep criminals in major fraud case

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Kent Police and Kent County Council Trading Standards are warning residents to be vigilant when hiring traders following the sentencing of three men involved in a large-scale roofing fraud.

The offenders targeted householders across Kent, often quoting for minor repairs before dramatically increasing the cost of work. Victims were pressured into making large upfront payments, received poor quality or unnecessary work, and were often left with unfinished or unsafe repairs.

The case involved hundreds of thousands of pounds being lost by victims, including elderly and vulnerable residents.

Those sentenced were:

- Swayley Smith (41), of Sandwich – jailed for 3 years and 4 months and disqualified from being a company director for 8 years.
- Aaron Beaney (49), of Ewell Minnis – sentenced to 20 months imprisonment suspended for 2 years, rehabilitation requirements, a 5-month electronic curfew, and disqualified from being a company director for 5 years.
- Andrew Edwards (63), of Sandwich – sentenced to 16 months imprisonment suspended for 2 years, rehabilitation requirements, 100 hours unpaid work, and disqualified from being a company director for 4 years.

Protect Yourself –

- Obtain at least three quotes before agreeing to work.
- Never feel pressured into making an immediate decision.
- Be cautious of traders who demand large upfront payments.
- Check reviews independently and use reputable traders where possible.

Det Insp Ian Sanderson, of Kent Police's Serious Economic Crime Unit, said: "We were pleased to support colleagues from Kent Trading Standards in this enforcement against a gang of organised fraudsters. These men targeted elderly and vulnerable victims to steal large amounts of cash they could not afford to lose. Our officers will continue to work closely with partners to track down these criminals and bring them to justice."

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FRAUD ALERT: ASOS Cyber Security Incident

On 6 October 2026, ASOS customers received an unauthorised notification through the genuine ASOS app claiming the company had been hacked. ASOS has since confirmed unauthorised activity involving a third-party customer communication platform and warned that some customer names and contact details may have been accessed. The company does not currently believe payment card details or account passwords have been compromised.

What You Should Do

- Be alert to unexpected emails, text messages or phone calls claiming to be from ASOS.
- Be cautious of messages offering compensation, refunds or asking you to verify account details.
- Do not click links contained in unsolicited messages.
- Log into your ASOS account directly through the official website or app if you wish to check your account.
- Change your password to a strong password and remember to use a different password for each of your accounts

What is a strong password

A strong password is made up of three random words, combined with numbers and special characters.

- For example - River!Tiger27Window

You can check your email to see if your password/account has been compromised in a data breach by going to - [Have I Been Pwned: Check if your email address has been exposed in a data breach](#)

If you find that your password has been compromised, then change it immediately.

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FRAUD ALERT: Fake Banking Account Verification Emails

Fraudsters are sending phishing emails claiming customers need to verify, update or confirm account information. These emails often appear to come from a trusted financial institution and contain links to fake websites designed to steal login credentials, personal information and banking details.

Typical wording includes:

- "Please check your account information is up to date."
- "Your account requires verification."
- "Update your details to avoid restrictions on your account."
- "Confirm your information to maintain access to your account."

Protect Yourself –

- Do not click links in unexpected emails
- Never provide personal or banking details after following a link
- Access your account only through your official banking app or by typing the website address into your browser
- Remember the ABC Message and if unsure, contact your bank by calling 159.

Forward suspicious emails to report@phishing.gov.uk and then delete them.

If you have been a victim of any type of scam, then contact your Bank immediately, which you can do by calling 159 and reporting to [Report Fraud at Reporting cyber crime and fraud or phishing attempts](#) or call 0300 123 2040.

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