

# Keep Your Money Safe



Surrey Police and Sussex Police Fraud Newsletter

## In this issue:

Report Fraud

How to report fraud

Holiday fraud

How to spot it

Top tips on avoiding it

Work in the community

## REPORT FRAUD

Report Fraud is the new service run by the City of London Police in response to cyber crime and fraud. Report Fraud replaced Action Fraud and the National Fraud Intelligence Bureau on Thursday, 4 December 2025.



The service includes everything from how reports are made using a new Report Fraud hub ([www.reportfraud.police.uk/](http://www.reportfraud.police.uk/)), to how reports are then analysed, and how victims are supported.

The new Report Fraud hub has now replaced the existing Action Fraud site however the hub will contain a link to the new reporting tool from the landing page. Auto-redirects remain in place for at least the next six months meaning users searching for or clicking on Action Fraud links will be redirected to Report Fraud.

If you have been a victim of cybercrime or fraud, tell the police using the Report Fraud service via:

**[www.reportfraud.police.uk/](http://www.reportfraud.police.uk/) or  
Call 0300 123 2040.**

If you are vulnerable, elderly or have been a victim of romance fraud, please continue to report to Surrey Police or Sussex Police on 101. If a crime is in action or in an emergency, please call 999.



“Each month we see many incidents of fraudsters targeting our residents in an attempt to defraud them. We’re working hard to prevent this and support vulnerable victims of fraud or scams. By following our tips and encouraging family, friends and colleagues to do so too, you can reduce the risk of becoming a victim.”

Detective Chief Inspector  
Antony Leadbeatter  
Surrey Police &  
Sussex Police  
Economic Crime Unit

# Holiday fraud: stay one step ahead when booking your next break

With the festive season behind us, January is one of the most popular times of year for people to book their holidays. Unfortunately, it is also a time when holiday-related fraud can increase.

We continue to be aware of reports of victims losing significant sums of money after booking holidays that never existed, or after being defrauded by criminals impersonating well-known booking websites, such as booking.com. Fraudsters are becoming increasingly convincing, but there are clear warning signs to look out for.

Fraudsters use a variety of tactics to exploit people searching for a bargain or booking in a hurry. But by following this fraud prevention advice, you can reduce your risk of fraud and book your next trip with confidence.

Be alert to the following:

- Fake online adverts, phishing emails and text messages offering holidays at prices that seem too good to be true.
- Stolen images of hotels, villas or apartments, copied from genuine websites and reused in fake listings.
- Pressure to pay in unsafe ways, such as cash, cryptocurrency, or bank transfers via money transfer services (e.g. Western Union or MoneyWise), which make refunds extremely difficult.
- Fake flight bookings – victims may only discover the fraud when they arrive at the airport and are told their tickets are not valid.

## Top Tips to Stay Safe When Booking

Look for trusted logos

Check that travel companies display ABTA and ATOL logos on their websites and take time to verify them.

Pay safely

Use a credit card wherever possible as it offers greater protection for online purchases. Debit cards are safer than bank transfers or cash.



Stop. Think. Fraud.

Take time to research the company, read independent reviews, and never feel rushed into making a payment.



Be cautious with messages

If you receive unexpected emails or texts about holiday deals or booking problems, do not click links or download attachments. Report suspicious emails to [report@phishing.gov.uk](mailto:report@phishing.gov.uk) and texts to 7726.

Check website security

Ensure the website address begins with https:// and shows a locked padlock symbol.



## KEEPING OUR COMMUNITIES SAFE FROM FRAUD

Surrey Police and Sussex Police deliver tailored fraud-prevention talks for groups who may be at increased risk of scams or fraudulent activity. Our specialist teams provide clear, practical guidance on staying safe online, recognising common scam methods, and protecting personal information.

These sessions can be delivered in person and include PowerPoint presentations, information stands, and opportunities for attendees to ask questions. Through this engagement, we aim to build confidence, increase awareness, and help our communities stay safer from fraud.

If you or your organisation feel that you could benefit from having a free tailored fraud prevention in person engagement, please contact Surrey Police and Sussex Police directly on [SussexandSurreyFraudPreventionEngagements@surrey.police.uk](mailto:SussexandSurreyFraudPreventionEngagements@surrey.police.uk) for further information.

