

# Kent Fraud Alert System



TO STOP FRAUD™

## Courier Fraud – Urgent Alert

This week we have seen several Courier Frauds in Gillingham, Sevenoaks, Folkestone, Ashford and Aylesford.

One of these resulted in the loss of several thousands of pounds. The criminals stated that they were a Police Officer and that they had an offender in custody with the victim's bank card. Eventually they persuaded the victim to purchase gold to assist them with the investigation, which a courier then collected. However, this was all a SCAM.

Our basic advice is –

If you are ever asked to withdraw cash by the police or handover your bank cards or assist with an investigation by buying and handing over valuable items, in particular, Gold –**STOP IT'S A SCAM**. The Police will never ask you to do this.

If you think that you may have been a victim of this or any other 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](http://www.actionfraud.police.uk) or call 0300 123 2040.

For further information about Fraud, visit our website at [Advice about fraud | Kent Police](#)

## Preventing fraud

Together,  
let's stop  
scammers.



### Remember, ABC:

-  never Assume
-  never Believe
-  always Confirm

Get the latest  
scam advice:   
[@KentPoliceECU](#)



**Kent  
Police**

Report a non-urgent crime online [www.kent.police.uk/report](http://www.kent.police.uk/report)

Talk to us on LiveChat – available 24/7 [www.kent.police.uk/contact](http://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](http://www.kent.police.uk)   

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## Bank Impersonation scams

Be alert to criminals impersonating your Bank and stating there is a problem on your account and that they have set up a safe account for you. They may ask you to send your money to an address by same day recorded delivery as it is under threat of being stolen.

They will generally state that they are from your Banks Fraud department and will then give you some basic details, like your full name, address and date of birth to try and convince you that they are genuine but it is all a **SCAM**. Your Bank or building society will never contact you like this.

If you are unsure if a caller is genuine, then ask for their details and hang up. Then ring 159 to contact your bank using a different telephone to the one that you were originally called on, as criminals can stay on the line. If no other phone is available, then wait 5 minutes and ring someone you know to ensure the line is disconnected, before ringing your Bank.

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## Ticket Fraud

Stay safe this summer from ticket fraud. Follow our top tips to avoid falling victim to these types of scams. According to new data, £6.7 million was lost to ticket fraud in 2023 in the UK.

### How to protect yourself from ticket fraud:

- Only buy tickets from the venue's box office, official promoter or agent, or a well-known ticketing website.
- Avoid paying for tickets by bank transfer, especially if buying from someone unknown. Credit card or payment services such as PayPal give you a better chance of recovering the money if you become a victim of fraud.
- The password you use for your email account, as well as any other accounts you use to purchase tickets, should be different from all your other passwords. Use three random words to create a strong and memorable password and enable 2-step verification (2SV).
- Be wary of unsolicited emails, texts or adverts offering unbelievably good deals on tickets.
- Is the vendor a member of STAR? If they are, the company has signed up to their strict governing standards. STAR also offers an approved Alternative Dispute Resolution service to help customers with outstanding complaints. For more information visit [star.org.uk/buy\\_safe](http://star.org.uk/buy_safe).

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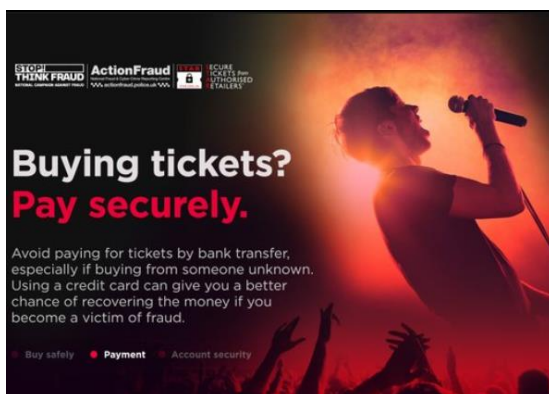
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For further information go to the Kent Police website at - [Dating, holiday and ticketing fraud | Kent Police](#)



If you think that you may have been a victim of this or any other 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](http://www.actionfraud.police.uk) or call 0300 123 2040.



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## Rogue Traders

We have received reports of Rogue Traders cold calling in Sevenoaks, Gillingham and Canterbury and informing residents that their roofs need replacing or repair.

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

Remember –

- Always obtain at least 3 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.

If you think that you may have been a victim of this or any other 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](http://www.actionfraud.police.uk) or call 0300 123 2040.

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## Fake Asda Emails

Action Fraud have received over 1,700 reports from across the UK about FAKE emails purporting to be from ASDA. The emails will request that you click on a link and are designed to trick people into completing a fake survey to claim a free prize.

However, the link will take you to a fake website under the control of the criminals, where they will steal your personal and financial data.

Always report suspicious emails by forwarding them to:

[report@phishing.gov.uk](mailto:report@phishing.gov.uk)

If you think that you may have been a victim of this or any other 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](http://www.actionfraud.police.uk) or call 0300 123 2040.

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## ASDA scam emails

Action Fraud has received 1,754 reports in two weeks relating to fake emails purporting to be from ASDA. The emails state that the recipient has won a free prize which can be claimed by completing a survey. The links in the emails lead to phishing websites that are designed to steal personal and financial information.

### HOW TO DEAL WITH SUSPICIOUS MESSAGES

If you have doubts about a message, contact the organisation directly. **Don't** use the numbers or address in the message - use the details from their official website. Your bank (or any other official source) will never ask you to supply personal information via email.

Spotted a suspicious email? Forward it to the Suspicious Email Reporting Service (SERS) - [report@phishing.gov.uk](mailto:report@phishing.gov.uk)



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