

Kent Fraud Alert System



TO STOP FRAUD™

Fraud Alert – Fake Mobile Provider “Rewards Programme” Scam

You receive a text claiming your mobile provider has a rewards programme and you have earned almost 13,000 points. The scheme is unfamiliar but appears believable because many networks run reward plans. The text contains a link leading to a website branded with your provider’s logo. The site offers expensive items (e.g., massage chairs, high-end vacuum cleaners) in exchange for your “points.” To claim the reward, you are asked to pay for postage.

What’s Really Happening -

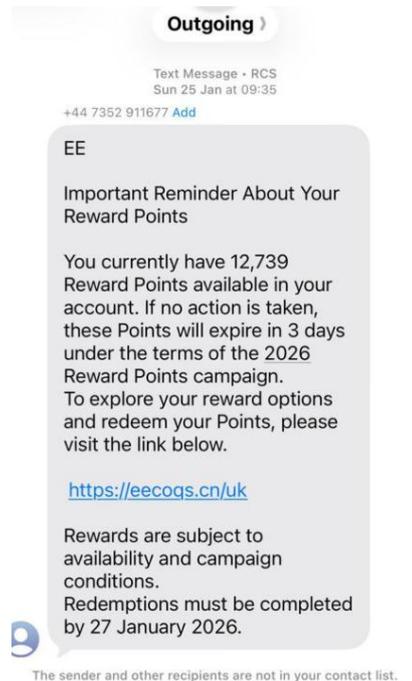
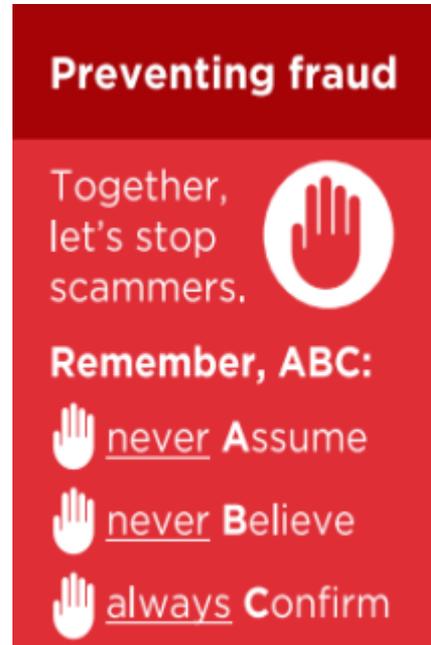
- The text message, website, rewards scheme, and promised appliances are all part of a scam. The goal is to steal your bank details, which criminals can then exploit. EE customers reported the site looked genuine; it requested bank details to “post” items. After entering their details, the site refreshed to a blank page with a spinning icon, indicating data capture. The scam creates false urgency, suggesting the offer expires in a few days which is a common tactic to encourage rushed decisions.

Impact on Mobile Networks -

- EE has received 265,000 reports of the fake texts since the scam surfaced two months ago. EE confirms it does not offer any points-for-rewards scheme. Messages are sent via RCS, meaning EE cannot block them, unlike standard SMS. EE is working with Apple and Google on the issue.
- Some messages also spoof Vodafone, referring to a fake “Vodafone Rewards Club.” Vodafone notes its genuine scheme is called VeryMe Rewards and most Vodafone customers are not receiving the fake texts because RCS is not enabled on iPhones.
- People on other networks are receiving the fraudulent messages.

✔ What To Do

- Do not click on any links in unexpected reward or prize messages.
- EE advises reporting the scam by using your phone’s “report spam” option.
- You can also forward the text to 7726 (free of charge) to report it.



**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**.
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Phone Scams – Victims voices cloned.

Do you often receive calls and having realised they are criminals, keep them talking to annoy them, then see the following.

A new wave of AI-assisted fraud targets people and clones their voices. Criminals are using AI technology to clone people's voices and set up unauthorised direct debits over the phone, according to new evidence from National Trading Standards.

The advanced voice cloning is part of an organised criminal operation that harvests people's personal data to target victims with a wave of scam and nuisance calls.

For more information on this go to - [Friends Against Scams - New AI voice cloning scam to look out for](#)

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 - Report Fraud](#) or call 0300 123 2040.

Preventing fraud

Together,
let's stop
scammers.



Remember, ABC:



never Assume



never Believe



always Confirm



**WARNING
ALERT**

**VOICE
CLONING**

Find out more by visiting our website at [Advice about fraud | Kent Police](#) and also from the Home Office at [Stop! Think Fraud - How to stay safe from scams](#)



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HMRC Impersonation

We have received reports of people being contacted by phone, email and text stating that it is the HMRC and that you have a tax demand that needs paying immediately or face arrest or a tax rebate.

HMRC will never ring you with threats of arrest or send you texts and emails requesting you click on a link and provide account or personal details.

You can report phone calls, texts and emails by going to HMRC by going to - [Report suspicious HMRC emails, texts, social media accounts and phone calls - GOV.UK](#) where you will find the relevant information/reporting processes.

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FRAUD ALERT – Investment Opportunity Scams

Thinking about an investment you have been offered?
Take extreme caution — criminals often disguise high-risk scams as “exclusive opportunities.”

Avoid investing due to celebrity endorsements, as these will often be fake utilising AI technology.

Warning Signs to Look Out For

- **Pressure to invest quickly**, such as “*limited-time offers*” or “*this deal is about to close.*”
- **Risks are downplayed** or you are told the investment is “safe,” “guaranteed,” or “low-risk.”
- **Returns that sound too good to be true**, often far higher than genuine investments typically offer.

Protect Yourself

Before committing to any investment or pension opportunity, go to - [Protect yourself from scams | FCA](#)

This free service helps you verify whether:

- The firm is authorised
- The offer matches known scams
- You may be at risk of fraud

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Courier Fraud Alert

We are urging residents to remain vigilant following an increase in reports of Courier Fraud across the county. Fraudsters are contacting victims by phone while pretending to be police officers, banks, or fraud investigators. They use highly convincing tactics to pressure victims into handing over bank cards, cash, valuables, PIN numbers, or personal information.

These criminals often claim:

- Your bank account has been compromised.
- You need to assist with a “covert police investigation.”
- A person has been arrested with your card and your help is required.
- You must withdraw money or hand over your bank card for “evidence.”

They may then send a courier or taxi to your home to collect items.

This is a scam. Neither the police nor your bank will ever ask you to do this.

- Do not follow instructions to withdraw or transfer money, or purchase gold bullion, foreign currency or gift cards.
- Do not give your bank details, PIN, or personal information.

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