

# Kent Fraud Alert System



TO STOP FRAUD™

## Courier Fraud

We have received numerous reports of courier fraud happening in Tunbridge Wells, Sittingbourne, Gillingham, Ramsgate, Dartford, Canterbury, and Aylesford.

Residents have been getting phone calls from criminals mostly impersonating Police Officers and some claiming to be from their bank.

- One resident was told to “dial the long number on their card without clearing the line” and spoke to who he thought was his bank.
- Another was told their bank card had been used at Sainsbury's and to call 999 but without clearing their line.
- A few were told their bank cards had been copied/cloned.
- One was told by their bank to “withdraw £1500 to get a new card.”
- Another was told to stop using his bank card and go to the bank to withdraw the money for them to collect to help with an investigation.

The Police will NEVER ask you for financial details on the phone or request to collect your card or cash or gold as part of an investigation.

Remember the ABC of Scam Awareness and Never Assume or Believe a call is genuine and always Confirm.

If you get an expected call from someone claiming to be Police or any other organisation, then take their details and end the call. Then call back using a different phone if available. If another phone is not available, then wait 5 minutes and ring a family member or friend to ensure the line has been disconnected and then ring 101. Never call a number they have supplied and never ring 999 whilst still on the call with them. You must always disconnect the call first before ringing 101.



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](#)

You will also find valuable information from the Home Office at [Stop! Think Fraud - How to stay safe from scams](#)

## Preventing fraud

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](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**.  
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## Paypal Fake Email

A scam email impersonating PayPal tells you that an unauthorised transaction was made using your PayPal account.

It prompts you to call a number to receive a refund which will put you through to a scammer trying to get your personal and financial details.

If you get an email like this or any other suspicious looking emails, you can report these by forwarding to [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

For more information on Phishing go to - [Phishing: Spot and report scam emails, texts, websites and... - NCSC.GOV.UK](#)



Dear

We have noticed unauthorized transactions from your PayPal account with reference to an amount of **£659.99** GBP, which was charged today, **2025, April 25**

If you are certain that you have not made this transaction, please contact us within the next 12 hours via our helpline: **+44** to inform us. Upon verification, we will refund the amount into your account within 6 hours.

| Product Name | Amount  | Quantity | Trade ID |
|--------------|---------|----------|----------|
| Bitcoin      | £659.99 | 0.032    | -        |

If no response is received within this time-frame, the full amount will be charged to your account.

If you didn't make this purchase, kindly contact our support team to cancel or request a refund at **+44**

We understand the importance of keeping your account secure and appreciate your cooperation.

Thank you for choosing PayPal.

A scam email impersonating PayPal

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## Mobile Phone Scam

We have seen reports of this crime recently.

The victim receives a call from a criminal impersonating their telecommunications company .

They inform them that they are eligible for a special offer due to them being classed as a loyal customer.

They offer them a new phone upgrade at a low cost.

Once they have agreed, details are taken to set up the new contract and direct debit. The criminal uses these details to enter into a contract with a phone provider for a new phone.

This phone will be different to any that the victim agreed to. This new device is delivered to the victims address who then contacts the offender to state they have received a phone they did not order. The offender, still posing as a member of staff from the phone company apologies for the mistake and advises them they will order the correct device and send it out now but the victim must return the device they have.

The offender arranges for a courier to collect the package.

This package is then delivered to the criminals and no new phone is ever ordered for the victim.

Remember our scam awareness message of ABC and Never Assume or Believe a call is Genuine and Always Confirm. If you get a call from a company, always ring them back via a trusted number and confirm that the offer is genuine. If you are asked to return a device to a private address, then it will be a scam.



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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## Tea for two – Not likely

Look out for a fake email impersonating M&S.

It will state that you have been chosen to receive an afternoon tea letterbox hamper and that you simply need to click a link and complete a survey.

However, by clicking the link you are taken to a website under the control of the criminals where they will steal your personal and financial data.

If you get an email like this or any other suspicious looking emails, you can report these by forwarding to [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

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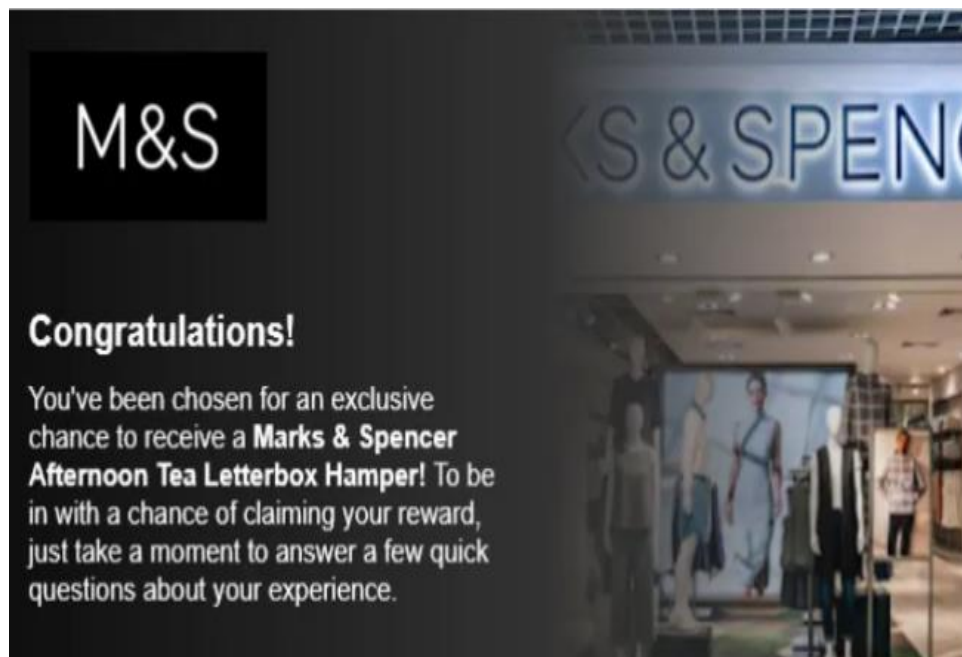
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## Weight loss Pill Scam Email

A scam email impersonating Mail Online promotes a 'miracle weight loss pill.'

The email also says that the product scored a deal on TV show Dragon's Den.

The email asks you to click on a link to purchase the item, however, it is a scam and takes you to a realistic looking website under the control of the criminals, where they will steal your personal and financial data.

If you get an email like this or any other suspicious looking emails, you can report these by forwarding to [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

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