

# Kent Fraud Alert System



**TO STOP FRAUD™**

## First Alert – DVLA Phishing Email

The first alert relates to DVLA phishing emails which are asking you to click on a link and update your personal details. These emails are still very prevalent and the below is an example of one that has been forwarded to me in the last few days.

The DVLA have stated, “we never send emails that ask you to confirm your personal details or payment information.”

Therefore, if you get an email like this, it is always a scam and you should forward to [report@phishing.gov.uk](mailto:report@phishing.gov.uk) for them to take action.

If, however you believe you have fallen victim to this then contact your Bank and report to Action Fraud.

**From:** Driver and Vehicle Agency -Verify- Update Required uvjgwel <[dzzmm62625ifxunumljp@telenet.be](mailto:dzzmm62625ifxunumljp@telenet.be)>  
**Sent:** 14 October 2020 16:16  
**To:** XXXXXXXXXXXXXXXXXXXX  
**Subject:** Vehicle Tax DD Payment Schedule | Electronic Vehicle | New invoice generated: Item No.CD97347887

Driver and Vehicle Licensing Agency - GOV.UK

Hi [XXXXXX@hotmail.com](mailto:XXXXXX@hotmail.com),

Please update your information for the account [XXXXXX@hotmail.com](mailto:XXXXXX@hotmail.com)

**From:** Driver and Vehicle Licensing Agency  
**Date:** 10/14/2020 5:16:27 p.m.

### Updating Your Account Information.

Check to make sure your account information is up to date  
By keeping this information up to date, you'll have an easier time working with your account, logging in, and receiving account communications.  
Our automated routine check has found some irregularities in your current profile which indicates that the information given is no longer accurate or up to date.  
Please [click here and update](#) your account information.

If you will not update your account details, we may suspend your DVLA account.

## Preventing fraud

Together,  
let's stop  
scammers.



### Remember, ABC:

 never Assume

 never Believe

 always Confirm

Get the latest  
scam advice:



@KentPoliceECU



**Kent  
Police**

## Contacting 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 deaf or speech impaired, text 'police' and your message to **60066**

[www.kent.police.uk](http://www.kent.police.uk)   

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## Second Alert – Puppy Scam

We are still getting reports of people losing money to this scam, which involves criminals posting ads, for pets such as kittens and puppies, and asking victims to put down a deposit for the pet to secure the purchase. The criminals are using the new outbreak of Covid-19 and social distancing restrictions as a reason why the victim cannot come and see the animal first or pick it up. After the initial payment, more and more funds will be requested to cover insurance, vaccinations and delivery of the pet. Victims subsequently turn up to collect their new pet only to find out it is a scam, with the occupants of the premises knowing nothing about it.

In order to protect yourself from these scams you need to,

1. Do your research. Before buying online, whether it is pets or other purchases, look up reviews for the website, or person, you are buying from. If you are still not sure, ask a trusted friend or family member for their advice.
2. Trust your instinct. If you cannot physically go to see the animal in person, ask for a video call. If the seller declines, challenge them on why. If you have any suspicions, do not go ahead with the purchase.
3. Choose your payment method wisely. If you decide to go ahead with the purchase, try to avoid paying by bank transfer as it may offer you little protection if you become a victim of fraud. Instead, consider using a credit card or a payment service such as PayPal.

If you think you have fallen victim to a fraud, contact Action Fraud as soon as possible.



**Kent  
Police**

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## Third Alert - Green Homes Grant scheme

Criminals may take advantage of the government's Green Homes Grant scheme to scam you. Be wary of fake emails, calls and texts informing you of your eligibility for the grant and offering you energy-saving measures. Additionally, also be wary of cold callers to your door and do not feel pressurised in to agreeing to anything and stay in control. The below link will take you to the Government web site for more information and how the scheme actually works.



<https://www.gov.uk/guidance/apply-for-the-green-homes-grant-scheme>

## Fourth Alert – Romance Scams

Following on from previous alerts, we are trying to raise awareness this month about this terrible and callous crime. Criminals will break a victim’s heart and steal their life savings. Last week, the below press release was issued by Kent Police, which included advice from DS Marc Cananur on how to spot signs and protect yourself from becoming a victim.

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Across Kent victims of romance fraud reported losses of £1.8 million between August 2019 and August 2020.

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Over 180 romance fraud, or dating fraud, crimes were reported to Action Fraud in the same period with just over half of the victims being female.

However, the actual number of crimes is thought to be considerably higher, with victims often feeling too embarrassed to come forward.

Romance fraud often occurs when a victim thinks they have met the perfect partner online. They gain a person's trust over several weeks or months and have the victim believe they are in a loving, caring relationship. They will then request money or personal information and take advantage of a victim's good nature and emotions.

We want to prevent any further heartache and are urging people to protect themselves online.

Detective Sergeant Marc Cananur from Kent Police's Serious Economic Crime Unit said: 'This type of crime is devastating for victims who are looking for love but just end up being exploited. These criminals use every method they can to get victims to part with their money or personal details.

'I would urge anyone who thinks they are being targeted or has been a victim of dating fraud to report it immediately. This information helps us to identify and track down these heartless criminals and bring them to justice.'

Spot the signs

- They want to communicate with you through instant messaging and texts, rather than through the dating website or chat room where you met.
- They ask you lots of questions about yourself, but don't tell you much about themselves.
- They don't answer basic questions about where they live and work.
- Don't be convinced by profile pictures as they may have been taken from somewhere else on the internet.

Fraudsters will use different scenarios, such as:

- Claiming to be military personnel based overseas who require funds for flights home or early discharge from the forces.
- Requiring money to pay for medical-related issues such as emergency surgery for themselves or a family member.
- They have arranged to visit you but need money to pay travel costs.



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