

Kent Fraud Alert System



TO STOP FRAUD™

Doorstep criminals/Rogue Traders are active across Kent

Doorstep criminals, also known as Rogue Traders, are active across Kent now and we have received several reports from Kent residents.

How does the Fraud work?

Doorstep crime commonly involves unannounced doorstep calls at your home, by a person often posing as a trader. The trader may claim they have noticed your property needs some repairs or other urgent work, which they will offer to do for you as they were 'just passing by or working in the same area. They may even claim to have materials left over from a previous job which will help reduce any costs to yourself! Doorstep traders will often try and pressure householders into having work done. Often the work is unnecessary and the doorstep trader will often charge more than is reasonable. Sometimes householders are charged a significant amount up front for materials, only for the caller to disappear without even starting any work.

You can:

- Politely decline their offer.
- If you are concerned, then get three written quotes for the work.
- Ask family and friends for recommendations.
- Check reviews for the company online.
- If work is required, agree payment arrangements and start and finish dates **in writing beforehand**, and never pay in full until you're 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 or call 0300 123 2040.

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

www.kent.police.uk   

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Ofgem Energy Scams

The National Fraud Intelligence Bureau (NFIB) is warning the public about a sharp rise in reports relating to fake emails purporting to be from Ofgem, the independent energy regulator for Great Britain. The emails claim that the recipient is due a rebate payment as part of a government scheme and provides links for the recipient to follow in order to apply for the rebate. The links in the emails lead to malicious websites designed to steal personal and financial information. Between Monday 22nd August 2022 and Monday 5th September 2022, a total of 1,567 phishing emails related to this scam have been reported via the Suspicious Email Reporting Service (SERS). All the emails display the email subject header "Claim your bill rebate now". Offenders are using the Ofgem brand logo and colours to make the emails look as authentic as possible. However, the emails ask recipients to "apply for an energy bill rebate before September 2020", which is what prompted many recipients to realise the emails weren't genuine.

What you need to do

If you have any 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. Remember, your bank (or any other official source) will never ask you to supply personal information via email.

If you have received an email which you're not quite sure about, forward it to report@phishing.gov.uk. Send us emails that feel suspicious, even if you're not certain they're a scam, they can check.

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**OFGEM
ENERGY REBATE
SCAM**



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Whatsapp Scam

KCC have reported that they have received several calls from Kent residents about the Whatsapp scam, also known as the “mum and dad scam.”

Criminals will typically claim to be a family member and will usually begin the conversation with “Hello Mum” or “Hello Dad”. They will say that they are texting from a new mobile number as their phone was lost or damaged and will go on to ask for money to purchase a new phone, or claim that they need money urgently to pay a bill.

The criminal will supply their bank details for payment, with some coming back on multiple occasions until the victim realises they’ve been scammed.

WhatsApp has warned that its users should ensure that two-factor authentication is set up on their account and never to share their six-digit pin code with others.

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