

Kent Fraud Alert System



TO STOP FRAUD™

Mobile Phone Upgrade Scam

We have received reports of a Mobile Phone Upgrade Scam. Here is how it works.

Basically, victims are being cold called by fraudsters impersonating employees of legitimate mobile network operators and suppliers. The victims are offered early handset upgrades, or new contracts, at significant discounts.

When the victim has been convinced that the offer is genuine, the fraudsters will ask them for their online mobile account credentials, including logins, address, and bank account details.

The Fraudsters will then place orders with genuine companies on behalf of victims, however they will then select a different handset and have it sent to the victim's address. After the victims receives the wrong phone, the fraudsters will assure the victim that this has been an error and instruct them to 'return' the handset to a different address not associated to their mobile company. Once the fraudsters have obtained the mobile phone, the victims does not hear any more, however they end up with no phone and are also liable for the entirety of a new contract taken out in their name.

Remember, if you get a too good to be true offer, then it probably is. Never respond to unsolicited calls and always apply the ABC and Never Assume or Believe that the caller is genuine and always confirm by calling them back via a trusted number and not a number provided by the fraudsters.

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



Kent Fraud Alert System



TO STOP FRAUD™

Scam Calls

The National Fraud Intelligence Bureau (NFIB) is warning the public to be vigilant of scam calls that appear to be coming from numbers similar to their own. Commonly, the first seven digits (07nnnnn) match the victim's own number. The calls impersonate well-known government organisations, or law enforcement agencies, and will ask the recipient of the call to "press 1" in order to speak with an advisor, or police officer, about unpaid fines or police warrants.

In May 2021, Action Fraud received 2,110 scam call reports where the caller's number matched the first seven digits of the victim's own phone number. Of these, 1,426 (68%) referred to HMRC or National Insurance.



Victims have also reported receiving these types of calls, and messaging, via widely-used messaging apps, such as WhatsApp.

- Government and law enforcement agencies will not notify you about unpaid fines or outstanding police warrants by calling or texting you. Do not respond to any calls or texts you receive about these.
- Always take a moment to stop and think before parting with money or your personal information, it could prevent you from falling victim to fraud. Remember, it's okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.
- If you receive a suspicious text message, you can report it by forwarding the message to 7726. It's free of charge.
- Suspicious telephone/mobile calls can be reported to Action Fraud via their website: actionfraud.police.uk/report-phishing

If you believe you may have fallen victim to this scam, then contact your bank immediately and then report it to Action Fraud at www.actionfraud.police.uk or calling 0300 123 2040



**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   

Kent Fraud Alert System



TO STOP FRAUD™

Romance Scammers unsuspecting lovers with bogus investment opportunities.

Action Fraud is warning romance seekers to be cautious when using dating platforms, as new data reveals criminals have already conned over £15 million out of unsuspecting lovers with bogus investment opportunities.

Almost a quarter (23 per cent) of victims were aged 30 to 39 years old, and around two thirds of victims (60 per cent) were aged 30 to 59 years old.

While the vast majority of investments offered are in cryptocurrency, victims have also handed over money believing they're investing in other commodities, including shares and stocks, gold and raw materials.

How to protect yourself

No matter how long you've been speaking to someone online, if you haven't met them in person, do not send them any money.

Don't be rushed into making an investment. Be wary if you're being pressured to invest quickly or promised returns that sound too good to be true. Take time to do your research.

Research the person you're talking to, as their photos may not be genuine. Performing a [reverse image search](#) can find photos that have been taken from somewhere, or someone, else.

Be suspicious if you are contacted out the blue about an investment opportunity. Always seek advice from friends or family and consider getting independent professional advice before making a significant financial decision.

Stay on the site's messaging service until you meet in person. Criminals want to quickly switch to other platforms that are less well regulated and have stronger encryption, so there's no evidence of your conversation.

You can check if an investment opportunity you've been offered could potentially be a scam by visiting the Financial Conduct Authority's (FCA) [ScamSmart website](#).

Most online platforms have a reporting tool which you can use if you suspect someone online is using pictures that don't belong to them, you are suspicious of their behaviour, or they have asked you for money. Reporting their user profile means it can be blocked, which helps protect others.

POLICE - ALERT

Victims lost over £15 million to criminals offering bogus investment opportunities

Action Fraud

CLASSIFICATION - SUITABLE FOR PUBLICATION

July 2021



**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   