

Kent Fraud Alert System



TO STOP FRAUD™

Cash Point/ATM Scams



I have received reports this week of scams occurring at cash points in the Swanley area, however, these can occur across the county.

So here is some advice when using your cards at an ATM.

- cover your PIN as you type it.
- stand close to the machine.
- use your free hand and body to shield the keypad as you enter your PIN.
- This will prevent any prying eyes or hidden cameras seeing your PIN.

Do not get distracted. Be particularly cautious if seemingly well-meaning strangers talk to you or offer to help while you're using the ATM.

If they're persistent, simply cancel the transaction and discreetly put your card away. Fraudsters sometimes fit devices to cash machines that trap your card, or 'eat' it, which they then retrieve as soon as you've left the area.

If an ATM retains your card for any reason, report it to your card company straight away, ideally using your mobile while you're still in front of the machine.

Make sure you store your card company's 24-hour contact number in your phone.

Once you've completed a transaction put your money and card away before leaving the cash machine.

Destroy or ideally shred your cash-machine receipts, mini-statements or balance enquiries when you've finished with them.

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.

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

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**.
Or text us on 999 if you've pre-registered with the emergency SMS service.

www.kent.police.uk



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Online shopping – Black Friday and Cyber Monday

Today is Black Friday and you may well be looking for those bargains. However, criminals are also aware of this fact and will be looking to steal as much of your hard earned money as possible, not just today but going forward in the build up to Christmas.

Shoppers lost over £11.5 million to cyber criminals during last year's festive season.

Follow our top tips to avoid scams.

- Research sellers, check they are legitimate.
- Use a credit card or secure payment platform.
- Only provide enough details to complete your purchase.

Here are some more top tips on how to shop online securely this Black Friday and during the festive season - [Shopping and paying safely online - NCSC.GOV.UK](https://www.ncsc.gov.uk/stopthinkfraud)

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Rogue Traders

In the last few days, we have had more reports of Rogue Traders operating across the county, in particular, Folkestone, Rochester, Snodland, Tunbridge Wells, Westgate-on-Sea and Faversham.

This is undoubtedly linked to the recent adverse weather, in particular high winds.

Criminals will continue to look to take advantage of this situation by knocking on doors and stating that there may be damaged to your property, in particular roofs, that needs immediate work.

However, **STOP** and be wary of cold callers offering to undertake work on your property as this work may not be necessary or may not be completed to a satisfactory standard or not completed at all. You may also be overcharged and out of pocket. If seeking a tradesperson to undertake some work on your property, please remember to always:

- Obtain at least three written quotes.
- Ask family and friends for recommendations.
- Agree payment arrangements and start and finish dates in writing beforehand.
- Never pay in full until you are completely satisfied with the work.
- Never accept a quote on the doorstep from an unsolicited caller.

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**DOORSTEP
CRIME ALERT!**
SEE IT - REPORT IT

**ACTIVE IN
KENT**

 **Kent
Police** 

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Courier fraudsters are active

In the last 7 days we have received reports of Courier Fraud in Gravesend, Tenterden, Canterbury, Minster-on-Sea, Sevenoaks and Ashford.

This scam works by residents receiving a phone call from criminals impersonating the Police or their bank. They will state that someone has used their card and they need to collect their bank cards via courier as evidence. They may also ask for your bank details to assist with an ongoing investigation or tell you that they have a family member in custody.

All these calls are scams by criminals trying to get your financial details. If you get a call like this and then a courier arrives at your property ring 999.

Additionally, the Police will NEVER telephone and ask your bank card and pin number to be collected by a courier or withdraw cash or buy gold to assist in an investigation.

Always check the dialling tone after your call to ensure scammers are not still on the phone and use another telephone if possible or call a trusted friend first to ensure that the line has been disconnected.

Watch - [Courier Fraud Warning: Stay Wise, Don't Compromise](#)



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