

January edition of the Sussex Fraud Newsletter **Wednesday, 18 January 2017**

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[https://www.sussex.police.uk/media/3473/fraud-newsletter\\_january-2017.pdf](https://www.sussex.police.uk/media/3473/fraud-newsletter_january-2017.pdf)

The content is also included at the end of this email.

This month's edition includes:

- Details of fraudulent Amazon emails
- New ways to stop nuisance and cold calls
- How to avoid fraudulent charity appeals

It would be greatly appreciated if you could share the content of the newsletter with those in your communities who may find this information useful or interesting.

## Keep your money safe

### **Sussex Police fraud newsletter – January 2017**

Scams are fraud and fraud is crime, report it – this is our message for Sussex residents.

With the New Year now in full swing, it's a good time to ask yourself the question: 'Could I be vulnerable to fraud?' For this newsletter, we share the simple steps which could help protect you from fraudsters, both online and in person.

As criminals come up with ever more sophisticated ways of conning people out of their money, it can feel overwhelming sorting legitimate information from fake. There is always help and advice available if you have questions or think that the fraudsters may have targeted you. If you need support, you can find contact details for Sussex Police and Action Fraud at the bottom of this newsletter.

**Detective Chief Inspector Tracy Edwards, Operation Signature, Sussex Police**

### **Make it your New Year's resolution to Take Five steps to protect yourself from fraud**

The Take Five campaign offers five simple steps to help stop fraud:

1. Never disclose security details, such as your PIN or full banking password
2. Don't assume an email, text or phone call is authentic
3. Don't be rushed – a genuine organisation won't mind waiting
4. Listen to your instincts – you know if something doesn't feel right
5. Stay in control – don't panic and make a decision you'll regret

Keep these in mind the next time you hear a knock at the door, the phone rings or you receive an email. Find out more at [www.takefive-stopfraud.org.uk](http://www.takefive-stopfraud.org.uk).

### **Beware of fake Amazon emails claiming you've placed an order**

Action Fraud has received reports of convincing-looking emails claiming to be from Amazon. The spoofed emails from "[service@amazon.co.uk](mailto:service@amazon.co.uk)" claim recipients have made an order online and mimic an automatic customer email notification. The emails state that

if recipients haven't authorised the transaction they can click on the help centre link to receive a full refund. The link leads to an authentic-looking website, which asks victims to confirm their name, address, and bank card information.

Legitimate companies will never do this. Never open an email unless you are certain that it is genuine. By clicking on the hyperlink, you may download malicious software onto your compute. If you have clicked on a link, contact Action Fraud or Sussex Police (details below).

### **BT customers can sign up to new scheme to stop nuisance calls – BT Call Protect**

If you are a BT customer, you can now sign up to BT Call Protect, a free service which automatically blocks nuisance and cold calls. You can also block future calls from numbers which do get through by using a simple code. To find out more, visit the BT website: [www.productsandservices.bt.com/products/phone/call-protect/](http://www.productsandservices.bt.com/products/phone/call-protect/). For those that are vulnerable we still have trueCall devices that are preprogrammed to only accept calls from known numbers. For further details contact your local policing team via [www.sussex.police.uk](http://www.sussex.police.uk).

### **Fraudulent charities are appealing for donations online**

Social media is being used to attract people to donate money to non-existent animal welfare charities overseas. The donations received don't go to support animals, but instead fund criminals abroad.

Even if an appeal looks genuine, double check before clicking on any links that:

- The charity is registered with the Charity Commission by calling their helpline 0845 300 0218 or by visiting [charity-commission.gov.uk](http://charity-commission.gov.uk).
- Watch out for poor grammar and spelling in emails and other documents, including collection envelopes. This can be a tell-tale sign of fraud.
- Send your donation to the charity directly. This may mean going to a little more trouble, but at least you can be sure your donation will get to where it's intended.
- If you have any concerns you can also gain further information from the government website - <https://www.gov.uk/government/organisations/charity-commission/about>

Keep your money safe with these tips:

- Check people are who they say they are. Not sure? Don't open the door!
- Never send or give money to people you don't know or trust
- Remember to protect your identity – don't share your personal information with unexpected callers
- Beware of email and computer scams. Treat all emails from unknown senders with suspicion and **never** click on links within them
- **Never** share your PIN number or enter your PIN into a telephone
- If in doubt, phone a relative, friend or someone you know personally
- **Always** check out any cold callers offering pension investments, start with [www.pensionwise.gov.uk](http://www.pensionwise.gov.uk)
- Remember: if it sounds too good to be true, it could be fraud.

If you suspect someone you know may be vulnerable to fraud, please share this newsletter with them and encourage them to look at the 'Little Book of Scams', available on the following link: <http://tinyurl.com/z8khtgh>.

**If you or someone you know is vulnerable and has been a victim of fraud call Sussex Police on 101 or visit [www.sussex.police.uk](http://www.sussex.police.uk)**

If you need to a report fraud or attempted fraud, you can do so by contacting Action Fraud at [www.actionfraud.police.uk/report\\_fraud](http://www.actionfraud.police.uk/report_fraud) or by calling 0300 123 2040. You can also read the latest Action Fraud alerts at [www.actionfraud.police.uk/news](http://www.actionfraud.police.uk/news) or by following @actionfrauduk on Twitter. Check latest information online at [www.getsafeonline.org](http://www.getsafeonline.org).

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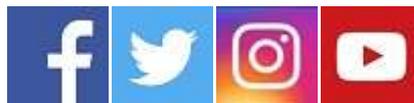
### Help us keep Sussex safe

Seen something suspicious or have information about a crime or incident? Please [contact us online](#), email us at [101@sussex.pnn.police.uk](mailto:101@sussex.pnn.police.uk) or call 101.

Alternatively you can contact the independent charity **Crimestoppers**, anonymously, on 0800 555 111, or online at [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

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### Stay in the know with social media



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**Links and attachments:** Sussex Police will only ever link you to secure websites we trust. We will only send you attachments where we believe it is absolutely necessary.