

# Tarian Fraud Alert System



TO STOP FRAUD™

## Had a call from Microsoft or your internet provider recently?

They are called remote access scams.

They will often start with a phone call from the criminals stating that there is a problem with your internet and they want to fix it. They will explain that for them to do this, you need to download a piece of software or App so that they can access your computer.

It is a SCAM and what they are aiming to do is take over your system and empty your bank accounts.

Companies such as Microsoft, telecommunications providers, banks or other service providers will never contact you out of the blue requesting remote access to your device. Be wary of downloading software from third-party sites, as some of them might have been modified with malware and other threats.

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](http://www.actionfraud.police.uk) or call 0300 123 2040.

## Preventing Fraud

Together,  
let's stop  
scammers.



### Remember, ABC:

-  never Assume
-  never Believe
-  always Confirm



Safonau Masnach Cymru  
Trading Standards Wales

In an emergency, if crime is in progress or life is in danger call [999](tel:999)

If deaf or speech impaired, text 'police' and your message to [60066](tel:60066)

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[www.tradingstandards.gov.wales](http://www.tradingstandards.gov.wales)

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## Mobile Phone Upgrade Scam

Criminals are cold calling people, claiming to be telephone service providers and offering mobile phone upgrades for cheap monthly contracts.

These monthly contracts do not exist but criminals are convincing victims to make a purchase and then asking for their personal and financial details. Once they have this information, the scammers are then using it to contact a genuine phone provider and order a new mobile phone handset using the details given but a different phone to that which was requested by the victim.

Once the phone has been delivered to the victim's address, the criminals will then contact the victim and state that the wrong phone has been delivered and will then arrange to collect and take it back. However, it is all a Scam. Remember, if it sounds too good to be true, then it is.

Never give out your personal information to a third party if you are called unexpectedly. Do not respond to offers from unsolicited calls and carry out your own research and only contact legitimate phone providers for upgrades. 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](http://www.actionfraud.police.uk) or call 0300 123 2040

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## Mobile Phone Upgrade Scam

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**FRAUD ALERT**



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## Delivery Scams

We have received reports of residents receiving packages addressed to them but found that they contained items they had not ordered. A short while after the packages were delivered a courier is reported to have reattended their address to collect the packages, claiming they had been delivered in error and that they will take them back for them. **However, it is a scam.**

The criminals have actually ordered the goods in the name of the victim and requested delivery to the victims address.

The first time the victim knows that there is a problem, is when they are contacted for payment of the goods. Often the items ordered are high value Mobile Phones and Laptops.

If goods are delivered that you have not ordered and are marked with your address, then you should inform the company that sent it and wait for them to send a courier.

Always check with them which courier company is making the collection and when they will arrive. If someone knocks on the door claiming to have come to pick it up after it was delivered by mistake, then do not hand the items over. 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](http://www.actionfraud.police.uk) or call 0300 123 2040

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## Police Impersonation Scam

The police have received reports of residents being contacted by a criminal impersonating a Police Officer, stating that they were from Hammersmith Police Station, London.

They stated that the victim had 5 outstanding warrants and unless they paid £5000, that they would be arrested and taken to Prison. So convincing were the criminals that the victim paid part of the amount requested.

The Police will never contact you like this requesting that you pay money to avoid arrest either via bank transfer or gift cards or for money to be collected by a courier. If you get a call like this and are unsure, then STOP. Get their details and then call 159 for your Banks Fraud Department or 101 for the Police but using a different telephone to the one that you were originally called on.

If you do not have a different telephone to hand, then wait 5 minutes and ring a family member or friend to ensure the line has been disconnected. 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](http://www.actionfraud.police.uk) or call 0300 123 2040

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