

# Scam Marshal Newsletter

September 2023

Total Scam Marshals across the UK: 2,549

## ADDRESS BOX



**NATIONAL  
TRADING  
STANDARDS**

Scams Team

## FCA issues scam warning

The Financial Conduct Authority (FCA) says it has received 7,700 reports of attempted scams, impersonating the FCA so far this year, more than double the total reports of last year.

This particular scam is where a phone call, text message or email comes out of the blue claiming to be from the FCA, stating that you either owe, or are owed money as compensation, and then asks for bank details or a processing fee to arrange 'payment'.

The FCA has reiterated that it does not contact members of the public in this way and that unsolicited requests for your personal information should be ignored.

- If you're suspicious about a call claiming to be from the FCA, just hang up. You can check to make sure a call is genuine by contacting the FCA on 0800 111 6768.
- Check the sender's email address. If you're not sure the email is from the FCA, then you should ignore it and contact the FCA directly.
- You should check the spelling and grammar of an email. If it doesn't look right, ignore the email and forward it to [report@phishing.gov.uk](mailto:report@phishing.gov.uk).
- Criminals can make an organisation's phone number appear in your caller ID. To protect yourself, don't give out any personal information following an incoming call, and don't call back using the contact details the caller provides.



**Return address: FREEPOST, NTSST, MAIL MARSHALS**

**Scam Marshals!** When sending in your scam mail, please remember to keep the letter/s in their original envelope and write the date it was received as it can help with our investigations! Thank You!

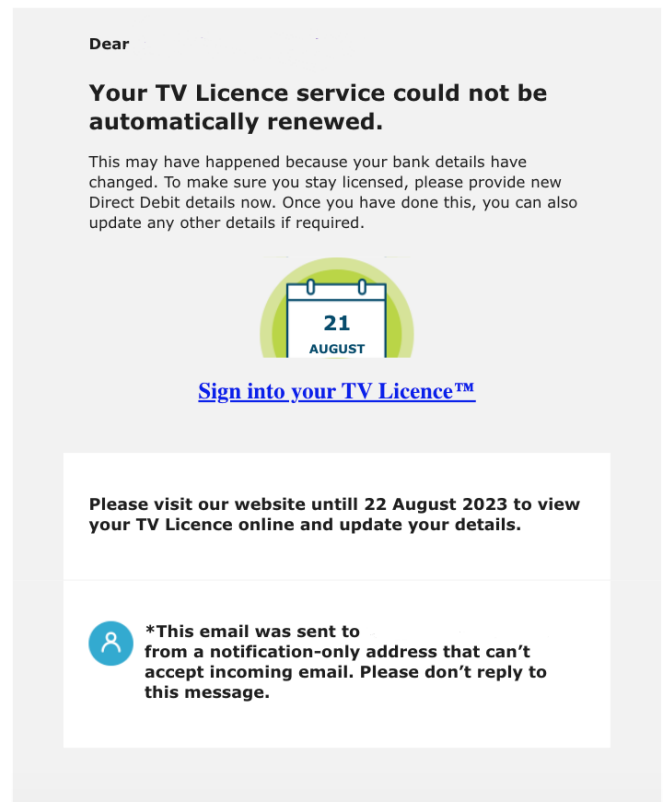
## TV Licensing scam

While these types of scams have never really gone away, there seems to be more reports of the common TV licencing scam. These scam emails claim your TV licence has expired.

The emails give you a deadline to update your bank details in order to renew your licence.

If you follow the link, you'll be taken to a phishing website (a fake website designed to look genuine) where you'll be asked to put in your personal and financial information.

If you receive any suspicious emails, forward them to [report@phishing.gov.uk](mailto:report@phishing.gov.uk) and if you are worried about your TV Licence renewal, you can call them on 0300 790 6096.



## Courier Fraud – What is it?

Courier fraud is a scam where criminals phone people, posing as trusted individuals, like bank employees or police officers. They convince the targeted person that there's a problem with their bank account or a legal issue, and that they need to cooperate to resolve it. To do this, they persuade the person to either withdraw money from their bank and hand it over to a courier, or to handover their bank card to the courier (who is usually an accomplice).

The victim believes they're helping with an official investigation, but in reality, they're giving their money to criminals. Once the money is handed over, it's almost impossible to recover, and the criminals disappear.

To avoid courier fraud, remember that genuine organisations won't ask you to hand over money to strangers. If you're not sure, call your bank using a number you now to be genuine, for example, the number on the back of your bank card, and always be cautious about sharing personal and financial information over the phone. If something seems suspicious, hang up and report it to Action Fraud, or the Police if you believe that there is immediate danger.

**Action Fraud – 0300 123 2040 – [www.actionfraud.police.uk](http://www.actionfraud.police.uk)**

**Police Scotland – 101 (from within Scotland) - [www.scotland.police.uk](http://www.scotland.police.uk)**

**Citizens Advice – 0808 223 1133 – [www.citizensdvice.org.uk](http://www.citizensdvice.org.uk)**

**Citizens Advice Scotland - 0800 028 1456 - [www.cas.org.uk](http://www.cas.org.uk)**

**[www.FriendsAgainstScams.org.uk](http://www.FriendsAgainstScams.org.uk)**