

TS Alert Incident Form

Sent By

Trading Standards
Telephone 08454 040506
Email tsadvice@kent.gov.uk
www.kent.gov.uk/business/trading_standards.aspx

(GPWK365574)RS

Message

Incident Date

21/1/2013

Area

Edenbridge, Kent

Target

Kent Residents

Description of People/Vehicles Involved

Email from support@postoffice.co.uk

Description of Incident

Kent Trading Standards have been made aware of an email scam claiming to be from the Post Office. The consumer receives an email to their email address from support@thepostoffice.co.uk stating that the consumer is eligible to receive a tax rebate and gives the sum of money to be paid to the consumer.

The email has an attachment which opens a webpage with a Royal Mail logo containing a form for the consumer to complete and submit. The form asks for personal information including the consumer's mother's maiden name, bank account details, password, date of birth and estimated account balance.

What action should be taken (please indicate whether or not a response is requested and include clear contact details where appropriate)

Don't be fooled by this scam.

The Royal Mail:

- Will never send an email asking for credit card numbers or other personal or confidential information.
- Will never ask a consumer to enter information on a page that isn't part of the Royal Mail website.
- Will never include attachments unless the email was solicited by the consumer and sent from a recognised member of Royal Mail staff.

Here are some quick ways to tell a scam Royal Mail email. Check at the top- Fraudsters often use subjects or greetings that are impersonal and general, like "Attention Royal Mail Customer". They may use a forged email address in the "from" field like "delivery@royalmail.com". They may even use the Royal Mail logo. None of this guarantees the email has actually come from the Royal Mail.

Kent Trading Standards advises consumers to:

- Take your time – don't be pressured into making snap decisions. Discuss it with family or friends or contact the Citizens Advice Consumer Helpline on 08454 040506.
- Protect your financial information – never give personal information, including your bank details to someone you don't know or trust.
- If in doubt, delete the email.
- If you think you've been a victim of a scam – don't feel embarrassed or suffer in silence.

Emails such as this should be reported to Action Fraud on 0300 123 2040 or via the Action Fraud website on www.actionfraud.police.uk or to Trading Standards via the Citizens Advice Consumer Service on 08454 040506.

Expiry Date

The normal period for validity of messages will be seven days

Distribution

Messages are not confidential and can be used for public distribution

Signed

G Powell

Date

1/2/2013