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23 JULY 2019

Want to report a doorstep criminal



TV licence refund scam - be alert!



There has recently been a large increase in reports from Kent residents receiving a TV Licensing phishing scam. Fraudsters are continuing to send out fake TV Licence refund emails that lead to convincing looking cloned websites in a bid to steal your bank account details.

TV Licensing's tips for spotting a scam email

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- Check the content for spelling and grammar
- Check the links go to the real TV Licensing website
- [TV Licensing offers more detailed information on scam emails here](#)

Protect Yourself

- Never answer unsolicited emails.
- Don't assume a phone call or email is authentic.
- Always question unsolicited requests for your personal or financial information
- TV Licensing will never email you unprompted to ask for bank/personal details or tell you about a refund.



What To Do If You've Fallen Victim

- Let your bank know as soon as possible and monitor your accounts for unusual activity.
- If you have lost money to the scammers, contact Kent Police by calling **101**
- You can also [report it to Action Fraud](#). The information you give to Action Fraud can help track down the scammer.

Report It



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For advice and to report issues to **KCC Trading Standards** contact
[Citizens Advice consumer helpline](#) on **03454 04 05 06**
Monday to Friday from 9am to 5pm.

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