CROYDON TRADING STANDARDS

COMMUNITY ALERT

Phishing for Information

Government warnings regarding state sponsored cyber hacking of collective personal data are currently in the news, but we should always be on our guard for attempts to steal our own personal data.

Cyber criminals use fake messages as bait to lure you into clicking on the links within their scam email or text message in an attempt to get you divulge sensitive information, particularly financial details such as those of your bank account.

This is one of the most enduring types of scam and according to Citizens Advice research currently accounts for almost half of all scams, of which half of those concerned a malicious parcel delivery scam.

How do these work? We all now live in an online world where the sound of the doorbell, or a knock on the door, tells us that a parcels or packages are being delivered by one of the various delivery firms, or by Royal Mail.

We are all so used to receiving goods in this way, that we often think nothing of a an email purporting to be from Royal Mail or Evri informing us that they " tried to deliver a parcel but no-one opened the door " or perhaps " has arrived at the warehouse but cannot be delivered (for some reason)".

These email are sophisticated in their appearance, often bearing what appears to be genuine addresses and other details of the business. What all of them will do is to seek your financial information, requesting sums of money to allow the goods to be "delivered" and to gain access to your accounts to enable further fraudulent actions in the future.

If you do receive a message like this, take a minute to think - if it is a genuine order, they already have your details. Did you actually order this package? Why are you being asked to enter your details on another website?

If you have received an email which you're not quite sure about, forward it to the Suspicious Email Reporting Service (SERS): *report@phishing.gov.uk*

If you think you may have been the victim of fraud or cybercrime and incurred a financial loss or have been hacked as a result of responding to a phishing message, you should contact your bank immediately and report it to Action Fraud on 0300 123 2040 or via actionfraud.police.uk.

Further advice can be obtained by emailing
trading.standards@croydon.gov.uk