Latest News from Kent County Council Public Protection.

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ALERT

18 November 2021

Kent resident targeted by banking scam

A resident in Kent was targeted by criminals, claiming there was fraud on their bank account.

What happens:

- You receive a text saying they are from Barclays Bank.
- There appears to be fraud on your bank account.
- Fraudsters will call you, using a Barclays Bank telephone number.
- You are instructed to move your money to another account to keep it safe.
- The caller will tell you which account to transfer your money to.

What to do:

- This is a **SCAM - banks will never tell you to transfer money into a 'safe account'**
- The caller is using 'phone spoofing' - this is when scammers change their caller ID to another number.
- Call 159 to speak directly to your banks fraud department.
- Make sure your line is cleared before dialling, or use another phone. The scammer may stay on the line to trick you further.
- Fallen for this scam? Contact your bank immediately.

Get free advice from Consumer Advice Scams Advisor on 0808 223 1133.

Please warn family members, friends and neighbours.

Report it

Coronavirus/COVID-19 Scams and Guidance

Find out about how scammers may be trying to target you and your family during the Coronavirus pandemic. We can all be vulnerable to these criminals and the best way to protect yourself is to make sure you are aware. KCC Public protection have created a page that lists scams that are using the Pandemic to target you.

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Contact Details

For advice and to report issues to **KCC Trading Standards** contact
Citizens Advice consumer helpline on **0808 223 1133**
Consumer Advice scams action line on **0808 250 5050**
Monday to Friday from 9am to 5pm.

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