

ATTENTION SCAM MARSHALS: We are exploring the opportunity for a potential Scam Marshal Board, where you can give us your thoughts on the newsletters we put out, as well as being more involved in things you want to see as Scam Marshals from us here at the team. If you would be interested in being involved, please contact us at friendsagainstscams@surreycc.gov.uk.

Dodgy DVLA Messages:

Scam emails, texts and websites which include DVLA logos and branding to try to appear legitimate. The aim of the messages is to encourage you to click on a link leading to a copycat DVLA website that asks for personal and financial information. One of the most common DVLA Scams is receiving a fake email that claims your car tax is overdue. Here's an example of what it might sound like:

"Your latest vehicle tax payment failed. It appears that some of your billing details have expired. If you don't pay your vehicle tax on time you can be fined up to £1,000 or your details passed to a debt collection agency. Click here to verify your billing details..."

Red Flags to Look Out For:

- Check the Sender:
 - What email address does the sender use? Any official contact from the DVLA will end in '.gov.uk' so make sure to check.
- Pressurising language:
 - Does the email use phrases like: "Do not delay" or "Imminent Enforcement Action"? If so, be aware it could be a scam!
- Inactive links on website:
 - The surrounding links on a fake website don't lead anywhere.
- Wrong web address:
 - Check the web address at the top
- Request for financial details:
 - Never enter financial details through following an email link. DVLA will never ask you for your bank account details or ask you to confirm payment details. They will only ask you to confirm your personal details by email or text if you have a live enquiry with them.

Friends Against Scams

The National Trading Standards Scams Team raises awareness of mass marketing fraud through the Friends Against Scams initiative. Anyone can access the free online training at www.FriendsAgainstScams.org.uk, or attend a face-to-face meeting organised by one of over 2,500 SCAM champion volunteers throughout the UK, and join the over 1 million friends against scams!

www.FriendsAgainstScams.org.uk has a free short (15min) scams awareness course that can help you protect yourself and loved ones from scams. Anyone completing this session becomes a Friend. So far, over 1,100,000 people have completed this training, helping to take a stand against scams. You can complete the training at www.FriendsAgainstScams.org.uk/elearning/coop.

Action Fraud – 0300 123 2040 – www.Actionfraud.police.uk

Police Scotland – 101 (from within Scotland) - www.scotland.police.uk

Citizens Advice – 0808 223 1133 – www.citizensdvice.org.uk

Citizens Advice Scotland - 0800 028 1456 - www.cas.org.uk