

# Email & Postal scams

## Tax email scam

**BEWARE:** HMRC is warning of a very significant rise in email scams that offer a tax refund. These emails are designed to throw recipients off their guard by warning that the refunds are subject to a deadline which expires in the near future.

Some of the emails direct you to a website that looks just like HMRC's official one. Others invite you to either complete an online application or to download, complete, sign and then fax it to the number given. Both versions request your full bank or credit card details. Also an alternative scam asks you to call a number to check your eligibility to the refund. Callers will hear a dialling tone but while waiting for an answer they will be charged £6 a minute!



**PLEASE NOTE:** HMRC has not yet adopted email as a way of communicating with the public, so treat any email offering you a tax refund as suspicious and report it to HMRC immediately.

We have seen a significant number of our clients receiving these emails. They look very realistic and it would be very easy to react to them, but please don't. As a general rule, if you are even slightly concerned that an email may be malicious, don't open any files attached to it, click on any links it contains, or telephone any numbers given within it.

## Postal scam

Especially as Christmas is fast approaching - this scam has been confirmed by Royal Mail.

The Trading Standards Office are making people aware of the following scam:



A card is posted through your door from a company called PDS (Parcel Delivery Service) suggesting that they were unable to deliver a parcel and that you need to contact them on 0906 6611911 (a Premium rate number). **DO NOT** call this number, as this is a mail scam originating from Belize. If you call the number and you start to hear a recorded message you will already have been billed £15 for the phone call!!!

If you do receive a card with these details, then please contact Royal Mail Fraud on 02072396655 or ICSTIS (the Premium rate service regulator) at [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk) or your local trading standards office.



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