

KNUTSFORD REX PROBUS CLUB

IT Group

Fraudulent (“spam”) attacks by phone and email

By Jim Flett

1. Members are currently receiving fraudulent emails and telephone calls from apparently reputable organisations like TV Licensing and BT.

2. The apparent TV Licensing email contains an instruction to “renew your licence before it expires” and a blue link to “Update and Initiate a new Payment Now”. Whatever you do, don’t click on the link.

3. The official TV Licensing website has a very good information page about scams. See:

<https://www.tvlicensing.co.uk/faqs/FAQ288>

4. The fraudulent phone calls, usually a recorded voice, apparently from BT, threaten the early termination of your internet connection and invite you to press “1” to deal with the problem. Don’t press “1”. Hang up.

5. The BT website contains information about what they will never do. See below:

What to look out for

There are some things we'll never ask you for over the phone. If someone claiming to be from BT asks you any of these, it's probably a scam.

Your computer

We'll never:

- Call to tell you we've found a problem with your computer
- Ask for payment details over email
- Call out of the blue and ask for remote access to your computer or other devices.

Your broadband service

We'll never call and:

- Tell you your router or IP address has been compromised
- Tell you your broadband has been hacked
- Threaten to disconnect your service unless you make a payment immediately.

Your bank account

We'll never:

- Ask for your PIN or online banking password
- Ask you to transfer money via PayPal or money transfer websites
- Send someone to your home to collect money.

6. If you use an online banking account your bank will have informed you, usually on one of its official web pages, how to tell if its emails are genuine. If you receive an unexpected email or phone call which appears to be from your bank the best thing to do is to send it a secure message by logging into the official website, using your password and security details, or by telephoning the official number on your bank card, after hanging up your phone for at least two minutes. Do not divulge identity or account details in response to any unexpected telephone or email messages.

7. I hope you will find this helpful.

JF

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