



The East Sussex Against Scams Partnership Bulletin

May 2018

Community Safety remains a key priority within East Sussex

The Safer Communities Partnership, which involves a range of agencies, is the key strategic partnership in overseeing the community safety agenda and is committed to ensuring East Sussex remains a safe place for residents and visitors. The East Sussex Against Scams Partnership (ESASP) is one of its areas of work.



This Bulletin provides links to a selection of articles, scams alerts, graphics and social media messaging which Charter Partners may wish to share more widely in their help to raise awareness about scams / fraud amongst East Sussex residents.

Key topics this month include GDPR & warnings about criminal scammers taking advantage plus details about the national Citizens Advice Scams Awareness Month (June).

We now have **90** organisations helping in this vital community engagement / scams awareness raising work in East Sussex. Latest partners include:

Designer Travel
Ditzzy Media Limited
Eastbourne Borough Council
Get a Room Online Limited
Hastings & Rother U3A

Home Instead Senior Care (Lewes District & Uckfield)
Lewes District Council
Mothers' Union, Hellingly & Upper Dicker Churches
RSE Group

Visit [here](#) to find out more details about the East Sussex Against Scams Partnership and /or contact elaine.bowdery@eastsussex.gov.uk to find out how your organisation could help raise awareness

Key messages to share in your comms:

- **Scams are fraud, and fraud is a crime** so we should not be ignoring them – report them to Sussex Police 101 or Action Fraud. Help prevent others from falling victim to criminals.
- **Anyone** can be a scam victim – irrespective of age, gender, education or financial background.

Sign up to receive these useful fraud and scam alerts and newsletters:

Action Fraud Alerts – sign up [here](#)

Sussex Police – Operation Signature: Fraud Newsletter – the May Newsletter (<https://sussex.police.uk/advice/protect-yourself-and-others/fraud/>) should be uploaded shortly. It contains articles on fake money making tips using the face of Money Savings Expert Martin Lewis, fraudulent adverts for sales of horses, and fictitious government grants on offer for solar panels). Subscribe via: commsrequests@sussex.pnn.police.uk.

GDPR comes into force on Friday 25th May 2018

A helpful piece from Hastings Borough Council who are helping to raise scams awareness. GDPR requires individuals to consent for 3rd parties to hold their information and receive information which is why you may be receiving large numbers of emails regarding 3rd parties updating their Privacy & Communications Policies or asking you to confirm your details.

Be careful: this is giving criminals using spam and phishing emails an opportunity to fraudulently collect individuals' information and distribute malicious software.

We should not open attachments, or click on links in emails unless 100% certain they are authentic. For advice on how to stay safe online, visit: <https://www.getsafeonline.org/>

How spammers obtain your email address

- Using automated software to generate addresses.
- Enticing people to enter their details on fraudulent websites.
- Hacking into legitimate websites to gather users' details.
- Buying email lists from other spammers.
- Inviting people to click through to fraudulent websites posing as spam email cancellation services.
- From names/addresses in the cc line, or in the body of emails which have been forwarded and the previous participants have not been deleted.

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Remember: the very act of replying to a spam email confirms to spammers that your email address exists so **do not respond.**

How to spot spam

Spam emails may feature some of the following warning signs:

- You don't know the sender.
- Contains misspellings (for example 'p0rn' with a zero) designed to fool spam filters.
- Makes an offer that seems too good to be true.
- The subject line and contents do not match.
- Contains an urgent offer end date (for example "Buy now and get 50% off").
- Contains a request to forward an email to multiple people, and may offer money for doing so.
- Contains a virus warning.
- Contains attachments, which could include .exe files.

Phishing emails

Phishing is a scam where criminals typically send emails to thousands of people. These emails pretend to come from banks, credit card companies, online shops and auction sites as well as other trusted organisations. They usually try to trick you into going to the site, for example to update your password to avoid your account being suspended. The embedded link in the email itself goes to a website that looks exactly like the real thing but is actually a fake designed to trick victims into entering personal information.

The email itself can also look as if it comes from a genuine source. Fake emails sometimes display some of the following characteristics, but as fraudsters become smarter and use new technology, the emails may have none of these characteristics. They may even contain your name and address.

- The sender's email address may be different from the trusted organisation's website address.
- The email may be sent from a completely different address or a free webmail address.
- The email may not use your proper name, but a non-specific greeting such as "Dear customer."
- A sense of urgency; for example the threat that unless you act immediately your account may be closed.
- A prominent website link. These can be forged or seem very similar to the proper address, but even a single character's difference means a different website.
- A request for personal information such as username, password or bank details.

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- You weren't expecting to get an email from the organisation that appears to have sent it.
- The entire text of the email may be contained within an image rather than the usual text format. The image contains an embedded link to a bogus site

Some other recent interesting short reads & links for sharing:

- [Action Fraud alert - TV Providers Discount Fraud](#)
- [Action Fraud warning to the public as equine fraud costs victims £70,000](#)
- [Friends Against Scams - practitioner e-learning session](#)
- [Get Safe Online – various videos](#)
- [Scamming a Gumtree Scammer – Joe Lycett](#)
- [2018 National Rural Crime Survey – complete before 10 June](#)
- [FCA warns public of increased threat of loan scams, as borrowers lose over £3.5 million a year](#)
- [HMRC warns on tax refund scams](#)

Help Friends Against Scams reach their target

Friends Against Scams have a [20 minute online awareness session](#) which you could watch over a cup of coffee, and then encourage at least 5 other friends and family members to do the same. There's also Practitioner e-learning on their website too...




TAKE A STAND AGAINST SCAMS

BECOME A FRIEND AGAINST SCAMS

1 MILLION FRIENDS BY 2020

#FASMILLION #SCAMWARE #TAKEASTAND

 @FriendsAgainst
  @AgainstScams
  Friends Against Scams

www.friendsagainstscams.org.uk

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June – Scams Awareness Month

The national Citizens Advice Scams Awareness month campaign is about to start. Details can be found [here](#), together with various [resources](#) which you could print and display. Some quick actions from their website are outlined below for ease of reference.

Social media resources – including tweets you can use from 1st June onwards - are available on the Citizens Advice website although if you follow Safer East Sussex Twitter, then you'll be able to re-tweet any scams-related messages posted during the month:

 @SaferEastSx

Quick actions you can take right now

- - **Fill in our participation map:** Let us know you're taking part in Scams Awareness Month. You can also see who is participating in your local area.
- - **Tweet this:** We're taking part in Scams Awareness Month 2018 throughout June to help people stay #scamaware. Get involved in the campaign at www.citizensadvice.org.uk/sam18.
- - **Promote the campaign to local partners:** Encourage other organisations in your local community to fight scams and fraud in your area. Promote the resources and participation map on our campaign website to local agencies and organisations who work with you.
- - **Put this text on your own website:** We're taking part in Scams Awareness Month 2018. Find out more by visiting our campaign webpage.

A list of scams-related events and activities being held for the general public in June is outlined below. There will also be a number of private events for organisations who have scheduled Friends Against Scams awareness sessions for their staff / volunteers / members.



Visit the [Friends Against Scams website](#) for forthcoming public sessions and reserve a space.

In addition, there will be a joint Dementia Friends / Friends Against Scams awareness session on **Thursday 14th June** from 2-4pm in **Pevensey Bay Baptist Church** (please reserve a space via info@pevenseyvillages.org or ring 01323 768530)

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Display stands and/or scams information and literature will be available at:

Age Concern Eastbourne (the William and Patricia Venton Centre) on **Monday 4th June** between 11.30am – 1.30pm



Langney Shopping Centre, Eastbourne (outside Peacocks) on **Tuesday 5th June** between 11.30am – 1.30pm

Meridian Centre, Peacehaven on **Wednesday 13th June** between 11am – 2pm

Arndale Shopping Centre, Eastbourne (with Care for the Carers outside River Island) on **Thursday 14th June** between 9.30am – 10.30am). Information will also be available at the Eastbourne Blind Society Open Day on the same date between 11am-12.15pm.



Santander Bank, Hastings branch on **Monday 18th June** between 10am – 1pm

Nationwide Building Society, Hailsham branch on **Wednesday 20th June** between 10am – 1pm

Look out too for information in East Sussex libraries with details relating to the national Citizens Advice campaign.



Please follow / like the Safer East Sussex Team and quote #ESxASP and #scamaware in your comms so your scams-related messages can be tracked



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Useful scams contact numbers for East Sussex residents:

For support and advice on scams (eg rogue traders, romance scams, scam mail, telephone calls, text messages, emails), call Citizens Advice on **0345 40 40 506**

If you are concerned about financial abuse speak to Health and Social Care Connect on **0345 60 80 191**

For a non-emergency response (if you have been a victim of a fraud/scam), call Sussex Police on **101**

If you have been affected by crime, get emotional and practical help from Victim Support on **0808 168 9274**

To report a fraud, or suspected fraud, and share information to help stop others from becoming victims, call Action Fraud **0300 123 2040**

And, finally, calling all East Sussex SCAMchampions!



If you have done the Friends Against Scams awareness session and subsequently become a SCAMchampion, contact Elaine (details below) if you wish to be added to a list of East Sussex SCAMchampions who could potentially deliver Friends Against Scams awareness sessions close to where you live. To remind you of why we run these sessions, here is a recent quote from Kate Russell, Chanctonbury Healthcare:

It was great to see you and your presentation was so insightful. We all took something away from it. I am really grateful you gave us the [Friends Against Scams] presentation.

Thanks to everyone for their support in helping to protect East Sussex communities by raising awareness about scams / fraud.



Ps. If you are interested in other topics affecting community safety eg modern slavery, human trafficking, County Lines, cuckooing, substance misuse, offending, Prevent etc – then contact the [Safer East Sussex Team](#).

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