

Essex Police Fraud Alert System

18

4th December 2020

RESIDENTS WARNED OF FAKE BT CALLS

Residents are warned to be alert to a spate of calls claiming to be BT outreach that result in a computer takeover by the criminals.

Essex Police is aware of reports by residents that have received a call claiming to be from BT and stating that there is either an issue with the broadband in the area, or that the residents internet access is due to be cut off unless they follow the callers instructions.

The criminals use this cover in order to request that the resident downloads a program that will allow them access to the computer—this will allow them to remotely control the computer, meaning they are able to change passwords and view banking information.

When dealing with companies over the phone remember to Take Five:

- **Stop** - Taking a moment to stop and think before parting with your money or information could keep you safe.
- **Challenge** - Could it be fake? It's ok to reject, refuse or ignore any requests. Only criminals will try to rush or panic you
- **Protect** - Contact your bank immediately if you think you've fallen for a scam and report it to Action Fraud



If you want to check whether the call is genuine, remember to call back after five minutes or, if possible, on a different phone. **Always** use a trusted number, and not a number provided by the caller. A number of reports have stated that the caller has provided another fake number designed to continue the scam.



If you believe criminals have accessed your computer, take it to a trusted computer expert and explain the situation.

Then report to Action Fraud at www.actionfraud.police.uk



If you or someone you know is vulnerable and has been a victim of fraud, please call **Essex Police** on 101
Report fraud or attempted fraud by contacting **Action Fraud** at actionfraud.police.uk or call 0300 123 2040

Keep up to date with fraud and
do **even more** Online **at** essex.police.uk

