

Please see this update with regard to scams and reporting them. I hope the information and links below are helpful:

New Scam Reporting Service

The National Cyber Security Centre (NCSC) has launched a new way of reporting scam emails. If you have received an email which you're suspicious of, simply forward it to the Suspicious Email Reporting Service (SERS): report@phishing.gov.uk. The NCSC will investigate and if the emails are not legitimate they will remove the scam websites the emails come from.

More info: <https://www.ncsc.gov.uk/information/report-suspicious-emails>

New Scam Operation run by Croydon Police makes the news!

Croydon Police have been actively helping those more vulnerable to scams during the lockdown. Their operation called 'Nogi' has been very successful and has gained a lot of attention, even making it on to Sky News.

<https://news.sky.com/story/coronavirus-police-support-the-elderly-and-isolated-as-doorstep-scams-rise-in-lockdown-11978796>

If you suspect someone is being scammed or could benefit from some advice; please refer them directly to the police running the operation by emailing SNMailbox-OPNOGI@met.police.uk

National Crime Agency Update

In case any of you missed this, I think the comments made by **Lynne Owens, Director General of the National Crime Agency** during the Government's daily press briefing on Coronavirus of 25 April, are worthwhile posting below:

Owens said the organisation had taken action against fake online shops, malware and phishing sites looking for card details and passwords. She urged the public to be cautious online and not to give out passwords or bank details

Ms Owens said: 'The National Cyber Security Centre, together with ourselves and the City of London Police, have taken down more than 2,000 scams relating to coronavirus, including fake online shops, malware distribution sites and phishing sites, seeking personal information such as passwords or credit card details.

She stated 'We have an ask of you. Criminals will try and exploit this national crisis. We are not trying to scare people at a time when many of us are already anxious but we do want you to be aware of the simple steps you can take to protect yourselves and your loved ones from harm online.' We will take swift action against anyone unlawfully selling fake kits of PPE. For example, a man from West Sussex was recently arrested by City of London Police and charged after being caught making and selling Covid-19 treatment kits to people in the UK, the US and France.'

Owens went on: 'Firstly, protect your children online, we have created a range of material that will help you to talk to them however young they are and without frightening them. It includes guidance on how to identify manipulative behaviour. You can find a step by step guide at www.ThinkuKnow.co.uk

'Secondly stay safe online – the new Cyber Aware campaign sets out six top tips on how to protect yourself online. These include creating strong passwords using three random words, regularly updating your devices and turning on backup. More details are on the Cyber Aware website.

'Thirdly look after your money, fraudsters have targeted members of the public by phone, by text and by email, they have used the current situation to peddle fake testing kits and prescription drugs, we are asking you to be vigilant of these scams. 'Be even more cautious than usual if you are contacted by unknown numbers and don't open suspicious emails or their attachments'.

Voucher Schemes

Social media, emails, texts and WhatsApp messages are currently full of Supermarket vouchers schemes. A lot of these are phishing communications from scammers just looking to get hold of your personal details. Please see the link below which identifies some of the more recent scams and gives information of how to spot a 'fake' voucher. The best advice is to check directly with the Supermarket as to their current vouchers and competitions.

The link below is a helpful article on current scams and how to avoid them: <https://www.lovemoney.com/news/26495/dont-fall-for-this-supermarket-voucher-scam>

Toy Safety

Trading standards work to ensure that only safe toys are available on the market for consumers to buy. But consumers can play their part too by following the advice on toy safety from the Child Accident Prevention Trust which can be accessed here: <https://www.capt.org.uk/toy-safety>

If you have any safety concerns about toys sold from traders in Croydon, or are a Croydon resident who has purchased toys online, please contact the Citizens Advice Consumer Service on 0808 223 1133 who will then pass on the details.

Lockdown breaches

If you witness something or someone you believe to be contravening the government COVID 19 guidelines and you don't feel comfortable speaking to those involved i.e. neighbours etc., then as an alternative from dialling and speaking to someone on 101, you can now report this online, using the following link <https://www.met.police.uk/tua/tell-us-about/c19/tell-us-about-possible-breach-coronavirus-measures/>

Please only report if you feel there is a serious and significant breach which you think we urgently need to know, Thank you. Always dial 999 in an emergency or 101 for non-emergency enquiries.