

Information sent on behalf of Police Scotland

TV Licensing refund scams



Police have noted an increase in fake TV licensing refund scams.

The email usually states that the refund cannot be processed due to “invalid account details”. The links provided in the emails lead to phishing websites designed to steal personal and financial details. Noted below is preventative guidance in spotting scam emails in general.

Always question unsolicited requests for your personal or financial information in case it’s a scam. Never automatically click on a link in an unexpected email or text.

TV Licensing’s tips for spotting a scam email

Check the email contains your name - TV Licensing will

always include your name in any emails they send you.

Check the email subject line - anything along the lines of “Action required”, “Security Alert”, “System Upgrade”, “There is a secure message waiting for you”, and so on, should be treated as suspect.

Check the email address - does the email address look like one that TV Licensing use? For example donotreply@tvlicensing.co.uk. Look closely as often the address may be similar.

Check for a change in style - often the scammers will take the real emails and amend them. Look out for changes in the wording used, especially if it seems too casual or familiar.

Check for spelling and grammar - are there any spelling mistakes, missing full stops or other grammatical errors?

Check the links go to the TV Licensing website - hover over the links in the email to see their destination and check the web address carefully. If you are not sure, go directly to the TV Licensing website.

Never provide details by email - TV Licensing will never ask you to reply to an email and provide bank details or personal information.

This messaging system is not for reporting crime as responses are not monitored 24/7. If you have time-critical information regarding the content of the above message, or if you wish to report any other non-urgent matter, please call 101. In an emergency, call 999.

Police Scotland's North East Division covers rural and urban areas in Moray, Aberdeenshire and Aberdeen City. The division has five territorial command areas which have their own dedicated Area Commander, who is responsible for the daily policing function. Each command area is served by a number of community policing teams whose activities are built around the needs of the local community. These teams respond to local calls and look for long term solutions to key issues. They are assisted by the division's Crime Reduction Unit who deliver against Force and local priorities in a number of areas, including physical and social crime prevention, supporting and enhancing community

engagement and creating and sustaining strong and effective partnership working.

Message sent by

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This message was sent to James Bayne, please direct any feedback through James or register your own account on <https://nwscotland.neighbourhoodalert.co.uk>.

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