

DC Gareth Jordan from Dyfed Powys Police has said they have been noticing a large increase in scam calls where the criminal calls the victim and pretends that they are from Amazon.

The call may state that £79.97 is owed – but if they don't want to renew, they can cancel Amazon by pressing '1'.

It may be a call that states that there has been unauthorised spending on the account (often over£1,000), and again, the request is to press '1' to go through to the 'Fraud Department'.

With any of these types of call, If '1' is pressed, the victim will be connected to a 'customer representative' who will attempt to obtain as many personal details as possible from the victim, they will also try to gain access to their bank details – often under the auspice that it is to provide a refund.


Unfortunately, these criminals are very adept at social engineering, and sound thoroughly convincing.

Many people think that the scammers will have a 'foreign' accent, but this is not always the case. Many criminal gangs now use previous UK based victims to carry out the phone calls, in order for them to pay off their debt.

For any of these types of call, it is best to hang up, and then check your account online by using the app on your phone, or typing in the correct address such as [[www.amazon.uk](http://www.amazon.uk)] and then log into your account that way and check.

**Do not follow links if the criminal texts or emails them through** – these will normally take you to fake sites that look authentic.

Please feel free to share this advice to help try to stop these criminals being successful.



# Don't Press 1

Phone call saying, "You owe money"?

Phone call saying, "Unauthorised spending on your account"?

- Don't press 1 to speak with customer support
- Don't call the phone number they give you
- Don't give out your personal information
- Do Hang up



Criminals are pretending to be from Amazon, HMRC, Microsoft and many more. They want your details and your money. Don't give it to them.

If you think there may actually be a problem with one of your accounts, don't click on the link - use the specific 'App' on your phone or type the correct address into the web browser.



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