

26/08/20 9788 Somerset: TV Licence Scams.

Dear Members,

I am sure we have all received an email claiming to be from TV Licensing at some point in the past, but this is one scam that appears to keep on going.

One of our members has recently emailed me with a slightly new version of this scam and I have decided to share this with you to make you aware of what to look out for. The email has been sanitised to protect the members identity. I have placed a couple of obvious pointers on there for your information.

On the attached document is some additional useful information provided by the Age UK website.

Kind regards, Paul Johnson, NHW Admin (Somerset)

The below is an email received by one of our members. As you can see this contains several errors. Clearly this is a scam and the Orange link at the bottom should **Never** be clicked on under any circumstances.

Dear [redacted]

Due to outdated account details, your licence has been flagged and it will be suspended if you will provide no response at this notification.

How to update your details:

You can change or update details using this platform. You'll be required basic identification documents in hand which will help you in updating the profile with authentic official information.

To update your details, you will need to tell us:

1. your personal details like date of birth, current address and phone number
2. your payment method
3. your official identity information

It's important we keep our records up to date. It help us keeping track of our licensee and to perform periodic subscription extentions without interrupting the licence service, providing the best of our services to users.

We hope that you are able to resolve this issue promptly.

Warmest regards,

TVLicensing

Update TVLicensing Now



Obvious Mistake



Never Give These Details



Obvious Mistake

The below information has been sourced from the Age UK website and provides useful information on general TV Licence Scams and what to look out for. (Apologies for the small print)

From: TV Licensing <hello@tvlicensing123.com>
To: john.smith@email.com
Date: 18 August 2019 at 13:06
Subject: john.smith@email.com : Your TV Licence will expire on Tuesday, 20 August 2019.



TV Licence Number: — 0788627854 —

Switch on sit back tune in wind down
and relax **knowing you're covered.**

Dear Customer,

Your TV Licence will expire on **Tuesday, 20 August 2019**. You must renew now, quickly and easily online. Renew your TV Licence today and save money.

We're sorry to let you know that the TV license could not be automatically renewed.



Something's gone wrong with your payments.

Your bank has declined the latest Direct Debit payment.

TV Licence number:

0788627854



Licence expiry date:

Tuesday, 20 August 2019

If you don't keep up with your payments, you risk becoming unlicensed.

Please take care of this straight away or we may be forced to cancel your licence or pass your details to a debt collection agency. Please keep this email safe, because it tells you how to access your licence online.

Remember, you need to let us know if your personal information changes for example, if you move home or change to another bank.

You can update your licence quickly and easily at tvlicensing.co.uk/update



Pay for your TV Licence - Home - TV Licensing™

Email in subject line

The scammer wanted the email to look personalised, but they only knew your email. A company is unlikely to use your email in the subject line.

Misspelling and grammatical errors

It's common to find grammatical and spelling errors in phishing emails, such as this misspelling of license.

Account numbers

If an email includes an account number. Check that it is actually your number. Often scammers will use a random number in the hope you won't check.

Sender's email

This looks suspicious. The real organisation will use donotreply@tvlicensing.co.uk or donotreply@spp.tvlicensing.co.uk to email you.

No name

TV Licensing will usually include your name in their emails unless you did not provide one.

Alarming threats

Scammers will often try to scare you with false threats of debt collection to encourage you to take action sooner.

Watch out for the URL

Although the URL looks genuine, a different URL will be used when you click on the link, taking you to a fake site. Don't