

Scam Marshal Newsletter

Summer 2025

Marshals across the UK: 2,701



**NATIONAL
TRADING
STANDARDS**

Scams Team

Welcome to your Summer Scam Marshal newsletter for 2025

In this edition, we will be covering the signs to spot for a common TV licence scam, an increase in lottery scam letters being circulated, and a fake DVLA email stating that your vehicle tax has expired. There will also be a small section on a potential new Scam Marshal Board.

Terrible TV Licence Scams

Criminals often contact older people claiming to be from TV Licencing asking them to send money. This scam can come as a text, phone call, letter, or – most often – as a phishing email. It'll be disguised to look like it's been sent by the TV Licensing organisation. They may say you're entitled to a refund for an overpayment or warn that your licence is about to expire. They'll then ask you to respond by entering your bank details on a fake website.

The emails may use the TV Licensing logo and have other features that make them look authentic, but you should never trust them or click on any links. If you want to check the details of your TV licence, go directly to the TV Licensing website or call them on 0300 303 9691 (Monday to Friday 08:30-18:30)

Lying Lottery Letters

The NTS Scams team have noticed an influx of more fake lottery mail being circulated to Scam Marshals. These letters are often under the name 'International FIFA World Cup Online Lottery' stating to be from the 'International Postcode Lottery Commission'. Please do look out for them, and if you receive any of these letters, send them back to us at the team using the return address below.

The letters are often very colourful to try and draw your attention once they have been opened. They include a foreign address at the top of the page, as well as a British Address in the letter's contents.

These letters ask their victims to call a telephone number and ask for a small payment to 'receive your winnings'. This is a scam, a lottery winner will never have to pay to receive their money, in any circumstances. Please do not ring the number on the letter.

Return address: FREEPOST, NTSST, MAIL MARSHALS

ATTENTION SCAM MARSHALS: We are exploring the opportunity for a potential Scam Marshal Board, where you can give us your thoughts on the newsletters we put out, as well as being more involved in things you want to see as Scam Marshals from us here at the team. If you would be interested in being involved, please contact us at friendsagainstscams@surreycc.gov.uk.

Dodgy DVLA Messages:

Scam emails, texts and websites which include DVLA logos and branding to try to appear legitimate. The aim of the messages is to encourage you to click on a link leading to a copycat DVLA website that asks for personal and financial information. One of the most common DVLA Scams is receiving a fake email that claims your car tax is overdue. Here's an example of what it might sound like:

"Your latest vehicle tax payment failed. It appears that some of your billing details have expired. If you don't pay your vehicle tax on time you can be fined up to £1,000 or your details passed to a debt collection agency. Click here to verify your billing details..."

Red Flags to Look Out For:

- Check the Sender:
 - What email address does the sender use? Any official contact from the DVLA will end in '.gov.uk' so make sure to check.
- Pressurising language:
 - Does the email use phrases like: "Do not delay" or "Imminent Enforcement Action"? If so, be aware it could be a scam!
- Inactive links on website:
 - The surrounding links on a fake website don't lead anywhere.
- Wrong web address:
 - Check the web address at the top
- Request for financial details:
 - Never enter financial details through following an email link. DVLA will never ask you for your bank account details or ask you to confirm payment details. They will only ask you to confirm your personal details by email or text if you have a live enquiry with them.

Friends Against Scams

The National Trading Standards Scams Team raises awareness of mass marketing fraud through the Friends Against Scams initiative. Anyone can access the free online training at www.FriendsAgainstScams.org.uk, or attend a face-to-face meeting organised by one of over 2,500 SCAM champion volunteers throughout the UK, and join the over 1 million friends against scams!

www.FriendsAgainstScams.org.uk has a free short (15min) scams awareness course that can help you protect yourself and loved ones from scams. Anyone completing this session becomes a Friend. So far, over 1,100,000 people have completed this training, helping to take a stand against scams. You can complete the training at www.FriendsAgainstScams.org.uk/elearning/coop.

Action Fraud – 0300 123 2040 – www.Actionfraud.police.uk

Police Scotland – 101 (from within Scotland) - www.scotland.police.uk

Citizens Advice – 0808 223 1133 – www.citizensadvice.org.uk

Citizens Advice Scotland - 0800 028 1456 - www.cas.org.uk