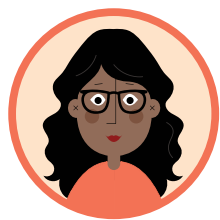


Resource 2: Problem Pages



Dear Daphne

Phishing fraud: I'm in so much trouble!

I started a new job about four months ago. Yesterday, I got an email from my boss telling me to pay some money to one of our supplier's new bank accounts. I'm supposed to double check new payments, but in the email my boss sounded angry. He said it was me holding up this important payment and that I needed to hurry up and act immediately.

The email sounded official and serious, so I made the payment to the new bank account without double checking with anyone else on the team. When I spoke to a colleague later, they looked really confused and said there was no email from the boss, as he was out of the office all week.

I'm worried I'll lose my job if I tell anyone what happened.

Please help, Josh

Malware: What do I do?

My laptop at home is old, but I use it for everything – banking, shopping, streaming, working from home, and work emails.

My friend at work keeps telling me I need to update my anti-virus software, which ran out ages ago. But I knew the free update would take ages to download, so kept putting it off.

Then, I got this weird message on my computer claiming to be from the police. It said that I had illegally downloaded something and that access to my computer was now locked until I paid a fee. I panicked and called my work friend, who said it sounded like a Ransomware virus. They are used to commit fraud, by getting people to pay to get their computer access back. I really need to use my computer for work this week, but I don't have the cash to pay up.

What do I do now? Malakai

Vishing attack: This is a nightmare...

I was in a rush trying to finish my work for the day when I got a phone call. The person on the phone said they were from the finance department. I didn't recognise their name, but I don't know everyone yet.

They told me they were checking everyone's details on file, and I wouldn't get paid until they'd confirmed it with me, so I needed to give them my information quickly. They asked for my date of birth, my address, my full name, bank account and sort code, and even my debit card PIN number. I thought it was weird that they needed my PIN, but they said it was regular procedure and they needed to know before 5pm.

The next day, my account was missing some money, and when I called the finance department, they didn't know what I was talking about. I feel so embarrassed.

**What's going to happen now?
Seema**

Smishing scam: I feel tricked!

I work part-time at a theatre, welcoming guests, showing them to their seats, checking tickets. I like it because lots of other young people work there too and we all get along well and have a laugh.

I got a text messages from one of the other people on the team saying they were organising a work social. It said to click on a link to fill in a calendar for what dates and times I was free. I was excited about hanging out with everyone, so clicked on the link quickly. But it took me to a weird page that had nothing to do with booking dates.

Now I keep getting random phone calls and messages all through the day and night from numbers I don't recognise... did that link steal my details? Did my friend trick me?

I don't know what to think, Becky

Worried about fraud?

www.reportfraud.police.uk
reporting fraud when it happens

www.victimsupport.org.uk
supporting victims of crime through next steps

www.takefive-stopfraud.org.uk
raising awareness of how to prevent fraud