

9th April 2021

## ROYAL MAIL SCAMS — UNDELIVERED PARCEL TEXT MESSAGE

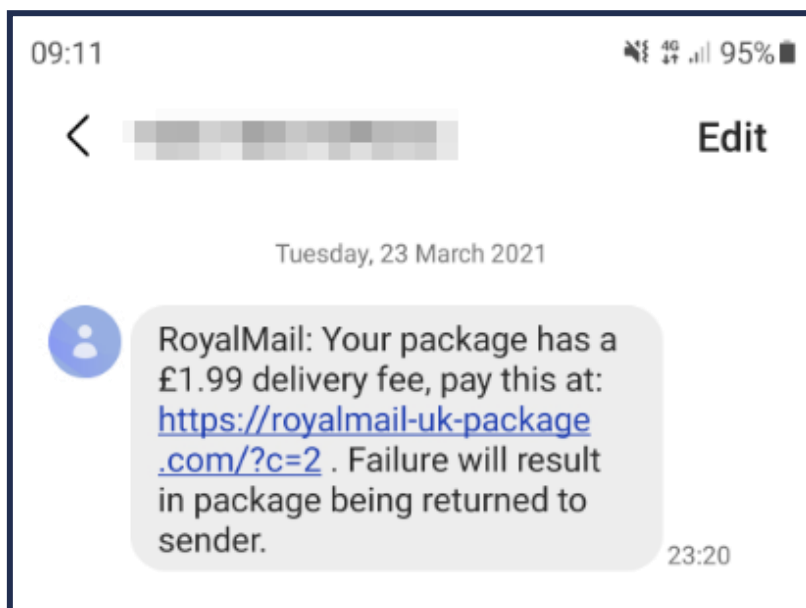
The public are being warned to stay alert to a new wave of scam text messages claiming to be from Royal Mail.



Criminals are taking advantage of the new reliance on online shopping and deliveries to obtain personal and banking details. This follows on from a similar scam where people would receive an email telling them that their parcel could not be delivered and they would have to pay a fee for it to be released.

The text messages come from a variety of different numbers but all will ask for a small payment which is accessed by clicking on a link in the message.

Royal Mail have stated that this is not a text that they would send out, they will only send text messages to those who have opted in to their SMS service.



### Remember:

- Unexpected messages should be treated with caution
- Phone numbers can be easily spoofed by criminals—don't trust a number just because it **appears** to come from a genuine organisation
- Never click on links sent via email or SMS text message.



If you or someone you know is vulnerable and has been a victim of fraud, please call **Essex Police** on 101  
Report fraud or attempted fraud by contacting **Action Fraud** at [actionfraud.police.uk](http://actionfraud.police.uk) or call 0300 123 2040

Keep up to date with fraud and  
do **even more** Online **at** [essex.police.uk](http://essex.police.uk)

