

Royal Mail Email Scam Alert

December 2013

National Fraud
Intelligence Bureau



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Author:	100669B
Review By:	Senior Analyst

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Purpose of Alert	<p>The purpose of this alert is to raise awareness of a scam email in circulation fraudulently claiming to be from Royal Mail. It is believed that fraudsters are exploiting the increase in Royal Mail deliveries during the Christmas period to upload malware onto computers of unsuspecting victims.</p>
Alert Content	<p>A scam email is currently being sent to victims fraudulently claiming to be from Royal Mail.</p> <p>The email states that Royal Mail is holding an item for the customer. The subject header is 'Mail – Lost/Missing Package' and reads:</p> <p><i>“Royal Mail have detained your package for some reason (for example, lack of a proper invoice, bill of sale, or other documentation, a possible trademark violation or if the package requires formal entry). The RM International Mail Branch holding it will notify you of the reason for detention (in writing) and how you can get it released”.</i></p> <p>The email then asks the recipient to open up an attachment to complete a document. It is believed that the attachment contains a zip file with a malicious virus.</p> <p>Royal Mail is aware of the scam and is taking action to protect customers from these fraudsters. Royal Mail state that they will never:</p> <ul style="list-style-type: none"> • Send an email asking for credit card numbers or other personal or confidential information; • Ask customers to enter information on a page that isn't part of the Royal Mail website; • Include attachments unless the email was solicited by a customer e.g. the customer has contacted Royal mail with an enquiry or has signed up for updates from Royal Mail. <p>Royal Mail and the NFIB advise customers NOT to open the attachment if they receive this email and to report the scam email to Action Fraud by calling the 0300 123 2040 or via the web reporting template at www.actionfraud.police.uk</p> <p>Advice regarding the scam can also be found on the Royal Mail website at: http://www.royalmail.com/personal/help-and-support/i-think-i-ve-had-an-email-from-a-company-pretending-to-be-royal-mail</p>

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