

## NEIGHBOURHOOD WATCH

### Subject: Fake Amazon emails claim you have placed an order

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This is a message sent via Neighbourhood Watch. This information has been sent on behalf of Action Fraud (National Fraud Intelligence Bureau)



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#### Message sent by

Action Fraud (Action Fraud, Administrator, National)

Action Fraud has received several reports from victims who have been sent convincing looking emails claiming to be from Amazon. The spoofed emails from "[service@amazon.co.uk](mailto:service@amazon.co.uk)" claim recipients have made an order online and mimic an automatic customer email notification.

The scam email claims recipients have ordered an expensive vintage chandelier. Other reported examples include: Bose stereos, iPhone's and luxury watches.

The emails cleverly state that if recipients haven't authorised the transaction they can click on the help centre link to receive a full refund. The link leads to an authentic-looking website, which asks victims to confirm their name, address, and bank card information.

Amazon says that suspicious e-mails will often contain:

- Links to websites that look like Amazon.co.uk, but aren't Amazon.co.uk.
- Attachments or prompts to install software on your computer.
- Typos or grammatical errors.
- Forged (or spoofed) e-mail addresses to make it look like the e-mail is coming from Amazon.co.uk.

Amazon will never ask for personal information to be supplied by e-mail.

You can read more about identifying suspicious emails claiming to be from Amazon by visiting <https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=201489210>

To report a fraud or cyber crime, call us on 0300 123 2040.

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