




## TV Licensing Scam

Beware of these fake TV Licensing emails!

The links within the email take you to a fake page created by fraudsters, designed to steal your personal information and money.

 Forward scam emails to the National Cyber Security Centre on [report@phishing.gov.uk](mailto:report@phishing.gov.uk).

Need help to check if a TV Licensing email is genuine?

1. Check the sender - Genuine TV Licensing emails are sent from [donotreply@tvlicensing.co.uk](mailto:donotreply@tvlicensing.co.uk) or [donotreply@spp.tvlicensing.co.uk](mailto:donotreply@spp.tvlicensing.co.uk)
2. Partial Postcode - If you have provided TV Licensing with your postcode details, their emails will include part of your postcode and/or the name on the licence.
3. Look for your name - If you've given TV Licensing your name, then they'll always address you using your last name and title. The scammers won't normally have that information about you. So, watch out for emails that only address you as "Dear client" or "Dear customer" – or just use your email address (or part of it).
4. Check the spelling and grammar - Because scammers can't use genuine TV Licensing web addresses or email addresses, they'll try to use slightly different spellings – look out for things like hyphens and full stops in odd places.

Be suspicious too if there are mistakes in the email with capital letters or other grammatical errors, like missing full stops – this could be a scam.

5. Check the links - Be wary of emails promising money/refunds. For example, phrases such as, "click below to access your refund", followed by a request to provide your credit card or bank details (TV Licensing would never process a refund in this way).

Always check links in an email before clicking or tapping them. If you're on a computer, hover over the link (but don't click it). This will reveal the name of the web address that you are being sent to. If you're on a smartphone or tablet, press and hold on the link (don't release while you are on the link). This will reveal the name of the web address that you are being sent to.