



SPOT THE SCAMMERS

Scams are on the increase and criminals often try to impersonate TV Licensing. Help fight the fraudsters with these simple steps.

STOP

Scammers will try to trick you into giving them your personal or bank details.

Watch out for letters, emails, texts or phone calls that promise you money or a refund.

**STOP.
CHECK.
ASK.**

CHECK

- **Check the sender** – Our emails only come from:
 - ✓ **donotreply@tvlicensing.co.uk** OR
 - ✓ **donotreply@spp.tvlicensing.co.uk**
- **On a phone/tablet?** – Tap the sender's name/ email to see the true email address.
- **Check for your name** – we'll use your last name and title if you've given it to us. Scammers often say "Dear customer", or use your email address.
- **Check your licence number** – Scammers may use a false one and hope you don't notice.

ASK

If you're ever unsure about a communication you've received, it's always best to **ask someone** – perhaps a friend or family member.

Or, for more help, please visit **tvlicensing.co.uk/scam**

or call us on **0300 303 9695**