

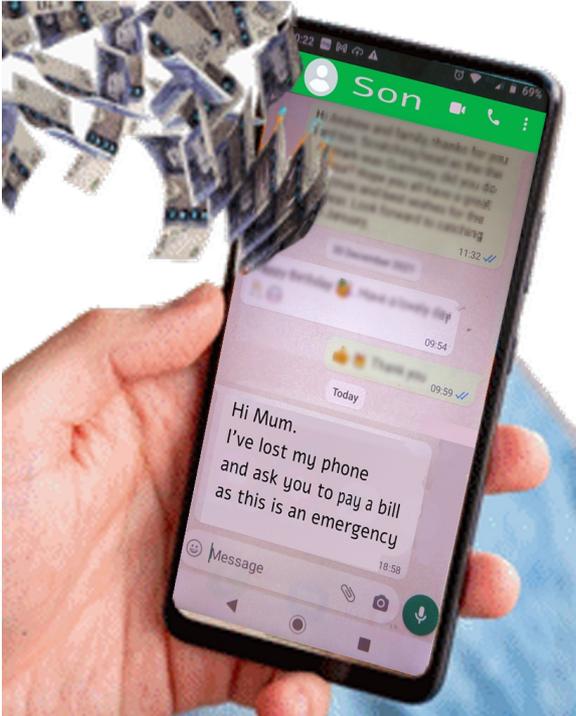


# SCAM and FRAUD ALERT

*From Hampshire and IOW Neighbourhood Watch*

## 'Hi Mum' WhatsApp Scam

A popular scam doing the rounds at the moment is one where you receive a message as though it has come from a close family member who needs financial help urgently.



The message will read something like 'Dad I've changed my mobile number today' and this will be followed by 'I'm locked out of my bank account, could you help me by paying an invoice' this will have bank details attached. Or it could be 'Hi Mum', I've lost my phone and ask you to pay a bill as this is an emergency - the criminals might say that they are texting from a new mobile number as their phone was lost or damaged and will go on to ask for money to purchase a new device, or claim that they need money urgently to pay a bill.

Most of these messages are coming via WhatsApp presently but it could easily migrate to other social media platforms.

### How to keep safe from this fraud

- **Think twice - never assume the writer of a message is who they say they are.** Always look for signs that they writer knows you personally - eg gives their name or your name correctly, not just 'Hi Mum'.
- **A friend in need is a friend worth a calling first.** Always call someone who is asking you to pay money urgently to check it is real.
- **Never share a PIN code with others**, not even friends or family, and consider using two-step verification for added security.

If you think you are the victim of fraud or scam, you should report this to Action Fraud at: [actionfraud.police.uk](https://actionfraud.police.uk).

If you want help with any communication, our Cyber Champions are available to offer free advice. Just go to the Hampshire Cyber Watch Home page at <https://hampshirecyberwatch.org/> and hit the red button:

[Request Support](#)