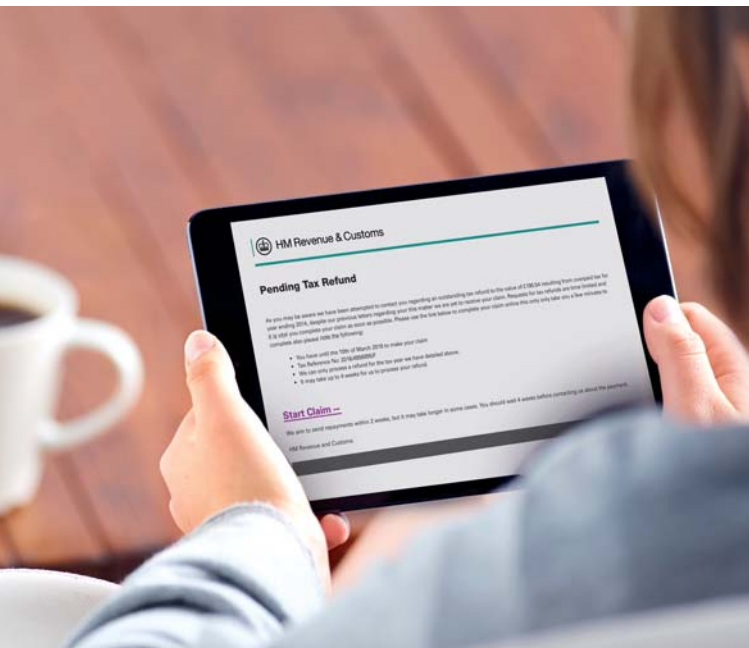


# Is that tax refund email really from HMRC?

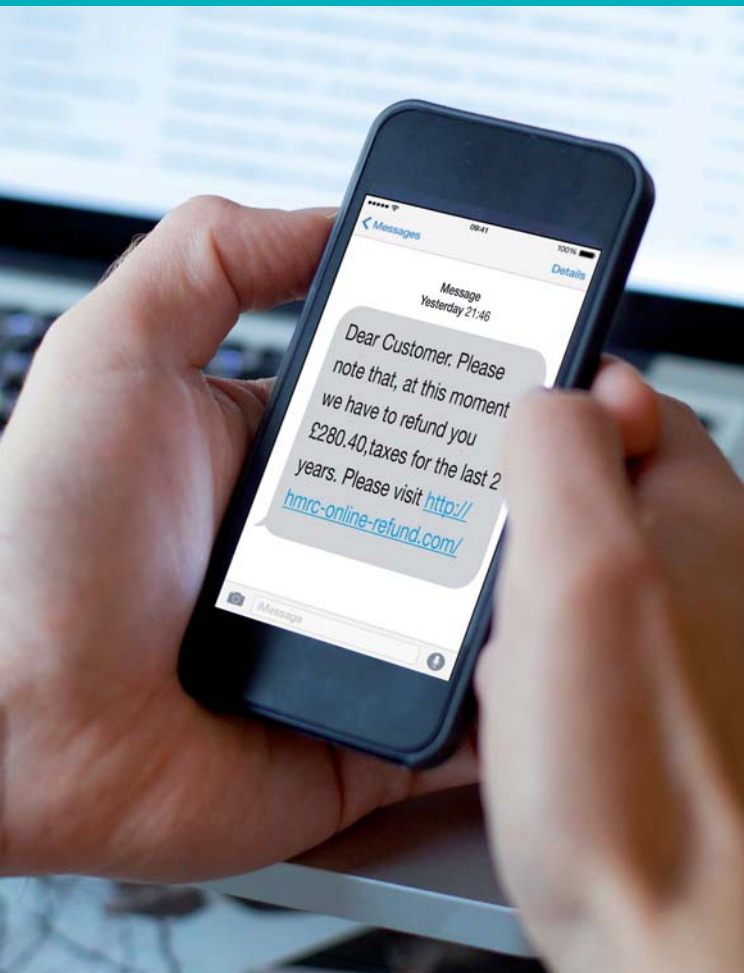


Internet Safety  
Starts with

you.



Have you received emails, texts or social media posts claiming to be from HMRC, telling you that you have a tax refund and you need to click on a link or open an attachment to get more information? HMRC or any other government organisation would never contact you like this, but many people get duped into the scam because they're eager to reclaim their money. This makes it very important that you recognise the tell-tale signs and take the correct action.



## Top tax scams

- A bogus email claiming to be from HMRC with an attached file.
- An email advising customers to a 'create a Government Gateway Account' in order to receive a tax refund.
- A bogus email advising customers to download an attachment to request a tax refund through PayPal. HMRC would never use PayPal to make a refund.

## Top tips for protecting yourself from tax scams

- Beware of emails which:
  - Claim to be from HMRC, notifying you of a refund or other specific matter.
  - Have a sender's email address which is even slightly different from the HMRC or other trusted organisation's website address, a completely different address or a free webmail address.
  - Incorporate a sense of urgency.
  - Request personal information such as username, password or bank details.
- **Do not** click on attachments or links. Instead, delete the email, **do not** respond and **do not** forward it unless to report it to HMRC or another authority.

**For more information on avoiding tax scams please [www.getsafeonline.org](http://www.getsafeonline.org) and click 'Protecting Yourself'**

### **If you think you have been a victim of fraud**

Report it to Action Fraud, the UK's national fraud reporting centre by calling 0300 123 20 40 or by visiting [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

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# Get Safe Online

Get Safe Online is the UK's leading source of information and advice on online safety and security, for the public and small businesses. It is a not-for-profit, public/private sector partnership backed by a number of government departments, law enforcement agencies and leading organisations in internet security, banking and retail.

Our advice is free, authoritative, informative, impartial and easy to follow.

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[www.getsafeonline.org](http://www.getsafeonline.org)

## OFFICIAL PARTNERS

**TESCO**

HSBC

**BARCLAYS**

KASPERSKY



Royal Bank of Scotland

**NatWest**



**HALIFAX**

**BANK OF SCOTLAND**

Standard Life



CREDIT SUISSE

first direct



M&S BANK

creativevirtual  
The essence of conversation

**TalkTalk**

**PayPal**

HM Government

**NPCC**  
National Police Chiefs' Council

**CITY OF LONDON POLICE**  
National Policing Lead For Fraud

**NATIONAL TRADING STANDARDS**  
eCrime Team



**NCA**  
National Crime Agency

**METROPOLITAN POLICE**



**Ofcom**

**ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
[www.actionfraud.gov.uk](http://www.actionfraud.gov.uk)

**CYBER AWARE**

**VS VICTIM SUPPORT**

**cfas**  
Leaders in fraud prevention