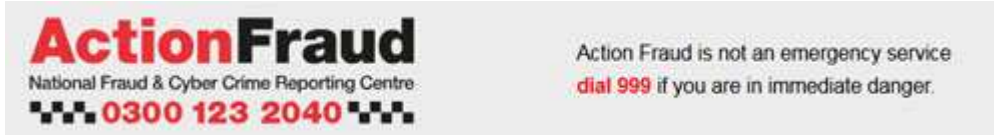


## Subject: "Your Package Has Been Seized" Royal Mail Scam Email

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This is a message sent via The Neighbourhood & Home Watch Network (England & Wales). This information has been sent on behalf of Action Fraud (National Fraud Intelligence Bureau)



(Please do not reply directly to this email, please use the Reply button at the bottom of this message)

### Message sent by

Action Fraud (Action Fraud, Administrator, National)

Fraudsters are sending out virus infected emails that claim a package has been seized by HM Revenue & Customs upon arrival into the United Kingdom. The official looking scam emails claiming to be from Royal Mail contain a link to a document which will install malicious software on your computer designed to steal credentials like account names, email addresses and passwords.

### An example email reads:

Title: Your parcel has been seized

Royal Mail is sorry to inform you that a package addressed to you was seized by HM Revenue & Customs upon arrival into the United Kingdom.

A close inspection deemed your items as counterfeit and the manufacturers have been notified. If your items are declared genuine then they will be returned back to you with the appropriate custom charges.

You may have been a victim of counterfeit merchandise and the RM Group UK will notify you on how to get your money back. Please review the attached PDF document for more information.

Document (RM7002137GB).Zip

Please accept our apologies for any inconvenience this may have caused.

To help the spread of the virus, the email also says: "you will need to have access to a computer to download and open the Zip file". If you receive one of these emails, do not click on any links or download any attachments and report it to Action Fraud.

### Protect Yourself

- Royal Mail will never send an email asking for credit card numbers or other personal or confidential information.

- Royal Mail will never ask customers to enter information on a page that isn't part of the Royal Mail website.
- Royal Mail will never include attachments unless the email was solicited by a customer e.g. customer has contacted Royal Mail with an enquiry or has signed up for updates from Royal Mail.
- Royal Mail have also stressed that they do not receive a person's email address as part of any home shopping experience.

If you believe that you have been a victim of fraud you can report it online:

[http://www.actionfraud.police.uk/report\\_fraud](http://www.actionfraud.police.uk/report_fraud) or by telephone: 0300 123 2040