



Government  
Counter Fraud  
Function

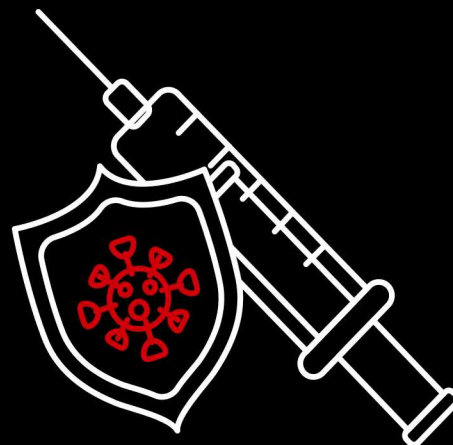
GOV.UK/coronavirus

**NHS**

Counter Fraud Authority

# COVID-19: VACCINE FRAUD

Criminals are using the COVID-19 vaccine as a way to target the public by tricking them to hand over cash or financial details. They are sending convincing-looking text messages letting people know they are eligible for the vaccine or phoning people directly pretending to be from the NHS, or local pharmacy.



## PEOPLE ARE WARNED TO BE ALERT TO THESE SCAMS:

The **NHS** will:

- ⊗ **NEVER** ask for payment - the vaccine is free
- ⊗ **NEVER** ask for your bank details
- ⊗ **NEVER** arrive unannounced at your home to administer the vaccine
- ⊗ **NEVER** ask you to prove your identity by sending copies of personal documents such as your passport

## TOP 4 VACCINE SCAMS



### TEXT MESSAGES

People are asked to press a number on their keypad or to send a text message to confirm they wish to receive the vaccine, doing so is likely to result in a charge being applied to their phone bill and fraudsters collecting personal information to use again.



### PHONE CALLS

Victims receive a phone call from a fake caller offering the vaccine for a fee or asking for bank details



### WEBSITES

Fake URL links to convincing-looking NHS vaccine booking forms, these look like official NHS forms and may contain some personal information already, at the end of the form it asks for their bank details.



### IN PERSON

Fraudsters are calling unannounced at the homes of victims by pretending to be from the NHS to administer the vaccine there and then, in exchange for a cash payment.



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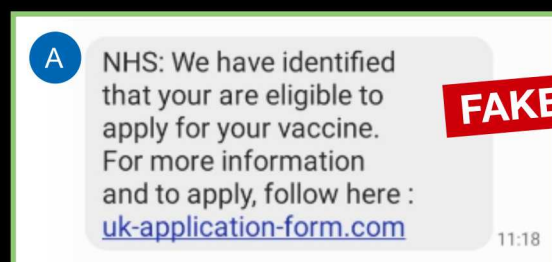
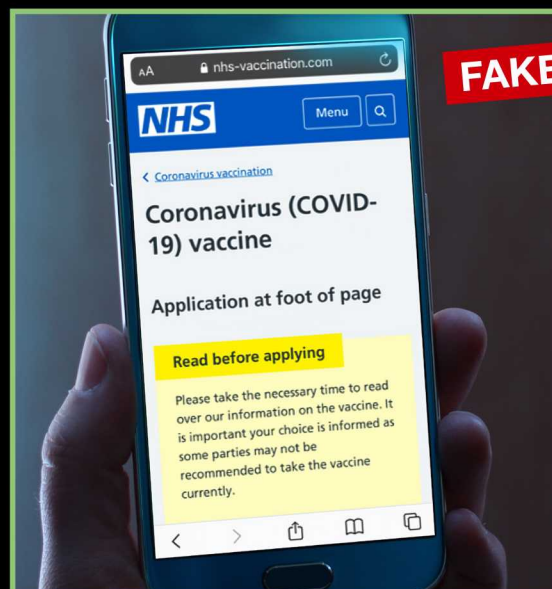


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## LIKE OTHER SCAMS, THE SAME ADVICE APPLIES:

- 1** **Challenge** - Could it be fake? It's ok to reject, refuse or ignore any requests that don't feel right. Check **GOV.UK** to ensure it's genuine.
- 2** Do **not respond** to text messages that try to get you to send money, or important personal information such as bank details or passwords.
- 3** Use **official** government websites and refer to 'Contact Us' sections of websites to access information and service.
- 4** **Challenge** unannounced callers to your home, NHS visits if necessary will be agreed with you directly or via carers, they will never turn up unannounced.

## EXAMPLES OF SCAMS



## FURTHER GUIDANCE AND SUPPORT

### Public Sector Organisations:

The Cabinet Office has formed a COVID-19 Fraud Response Team to assist the government with its counter fraud response. Requests for assistance should be emailed to: **covid19-counter-fraud@cabinetoffice.gov.uk**

### Public:



National Cyber  
Security Centre

If you receive a call you believe to be fraudulent, hang up. If you are suspicious about an email you have received, forward it to **report@phishing.gov.uk**. Suspicious text messages should be forwarded to the number **7726** which is free of charge.

**ActionFraud**

National Fraud & Cyber Crime Reporting Centre  
**actionfraud.police.uk**

If you believe you have been the victim of fraud or identity theft, you should report this directly to Action Fraud either online; **actionfraud.police.uk** or via phone **0300 123 2040**.

**CrimeStoppers.**

If you have any information relating to vaccine fraud you can stay 100% anonymous by contacting Crimestoppers COVID Fraud Hotline online; **covidfraudhotline.org** or phone **0800 587 5030**.