

# Trading **ALERT!** Standards



## QR Codes – Are they real? Warning re Thames Water fake letter

**Bromley Trading Standards** is urging residents to be vigilant about fake QR codes, particularly if you don't use them often. These can be stickered over real ones or sent to you in writing or by email.

**The warning follows a specific scam involving a fake letter which appears to be sent by Thames Water.** The letter contains a QR code which directs residents to a fraudulent website offering help with paying their bills. This website then asks for personal information such as date of birth, address, and passport number.

Thames Water are assuring their customers that they will never ask for their personal or financial details or access to their online account. Like many other scams, the risk in this example is giving fraudsters your personal and financial details through a bogus link.

### These are just two examples:

1. Thames Water website – [Scam letter | Thames Water](#)
2. BBC news website: story about a QR code at a railway station – [Thornaby: Woman targeted in £13k railway station QR code scam | BBC News](#)

### PROTECT YOURSELF:

- Where there is a QR code on a sign, **check for any indication of tampering**
- **If in any doubt, don't proceed.** Contact the genuine business directly to pay another way if you need to.
- If you get taken to a website, stop and check the URL (website address). Is it secure? Check this out first – [Free Website Scam Checker | Get Safe Online](#)

### Report & Further Information

If you have given your bank details, contact your bank as soon as possible.

Call **159** – [159 | Stop Scams UK](#)

Report to Action Fraud if you've lost money – call **0300 123 2040** or visit the [Action Fraud website](#).

Contact Citizens Advice for help and advice on **0808 223 1133** or on the [Citizens Advice website](#)

[Report a suspicious website | NCSC.GOV.UK](#)

Forward a suspicious email to [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

[How to spot a fake, fraudulent or scam website | Which?](#)

### Bromley Trading Standards

To keep up with the latest scam alerts and warnings from Bromley Trading Standards sign up on [www.bromley.gov.uk/ScamAlertSignUpForm](http://www.bromley.gov.uk/ScamAlertSignUpForm).

Bromley Trading Standards also run a fair-trader directory to help you find a safe, reliable trader that you can trust. Visit [www.bromley.gov.uk/tradingstandardschecked](http://www.bromley.gov.uk/tradingstandardschecked) to learn more.

Please share this message with others by forwarding the email or sharing the browser link.

