

Amazon Scams

As more people have signed up for online streaming services during the pandemic, there has been an increase in scam phone calls supposedly from Amazon Prime.

what do Amazon scam calls sound like?

The aim of most scam calls is to obtain your personal details and payment information. The most frequently reported scam calls may say the following:



Your Amazon Prime subscription is due for renewal and an automatic payment of £39.99 will be deducted from your bank account unless you press 1.

I'm calling from Amazon Prime Security. Your account has been compromised and several payments have been made. Please download software which will allow me to access your computer and fix your account.



A button has been clicked on your Amazon account and a payment is due as a result. Press 1 to be put through to an advisor who can help you secure a refund.

I'm calling from Amazon's fraud department. Your account has been hacked and an iPhone has been ordered. Please provide your account details so that I can help you secure a refund.



Our records show that you have recently purchased a smartphone from Amazon. Please provide your email address so that I can send you a receipt.

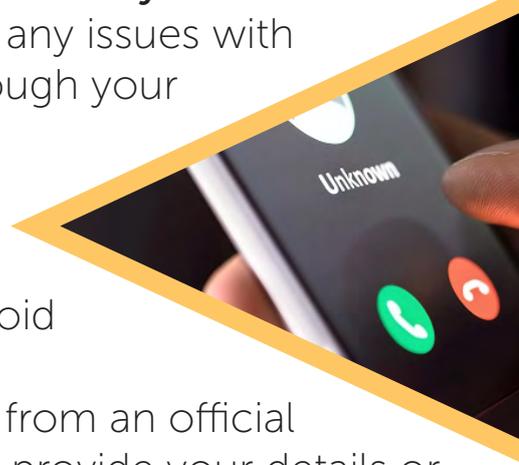
how can I tell if a call about Amazon is a scam?

Amazon will never phone you to ask you to make a payment. They will never call and ask you to install an app or download software which will allow them to access to your computer remotely.

If you need to make a payment or if there have been any issues with your account, they will let you know via email or through your official account.

Scam phone calls are often automated - the message may ask you to press 1 to be connected to an advisor and they will ask you to **act urgently** to avoid losing money.

Be suspicious of any phone call which appears to be from an official company or organisation and tells you that you must provide your details or a payment within a certain time frame.



what should I do if I get one of these calls?

If you receive a suspicious call claiming to be from Amazon which asks for personal information, a payment, or offers a refund you don't expect, **do not give out any personal or account details.**

Do not press 1 or follow any other instructions given in an automated message.

Never follow instructions from an unsolicited caller to **download an app or software** which would allow them to access your computer remotely.

If in doubt, hang up and contact Amazon using details found on their official website.

Report all scams to **Advice Direct Scotland** using their free consumer helpline: **0808 164 6000** or via their online reporting tool at **www.scamwatch.scot**.

If you have lost money or are worried that you have given your bank details to scammers, contact **Police Scotland on 101**.

Find more information and advice on avoiding scams:

Advice Direct Scotland - www.consumeradvice.scot

Police Scotland - www.scotland.police.uk/keep-safe

Trading Standards Scotland - www.tsscot.co.uk/latest-scams

The National Cyber Security Centre - www.ncsc.co.uk

