

HMRC Scams

HMRC have reported a huge rise in scams during the pandemic, having received over one million reports of bogus communications in the last year.

what do HMRC 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:



HMRC are filing a lawsuit against you. Press 1 to be connected to a caseworker.

Your National Insurance number has been compromised or is invalid. Please confirm your personal details so that we can provide you with a new NI number.



You owe up to £500 in unpaid tax and will be arrested in a couple of hours if you don't pay immediately. Make the payment in vouchers or prepaid cards for Amazon or Google Play.

Your National Insurance number will be terminated and your assets will be seized due to unethical financial transactions. Ignoring this final warning may lead you to legal troubles. Press 1 for more details.



You are being charged with tax fraud. In order to avoid court action you will need to send a copy of your passport and pay over £1,000.

how can I tell if a call related to HMRC is a scam?

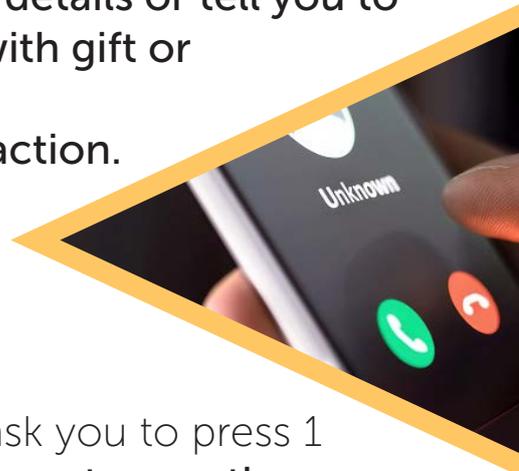
HMRC advise that you should be suspicious if you receive an unexpected call asking for money or offering financial help.

They will never phone, text or email to ask for bank details or tell you to transfer money and they will never ask you to pay with gift or payment vouchers.

They will never leave a voicemail threatening legal action.

National Insurance numbers do not expire and you will never be asked to apply for a new number.

HMRC will only call you to ask about a claim or payment on a debt that you already know about.



Scam 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**.

Be suspicious of any unexpected 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 which asks for personal information, a payment, or threatens you with legal action, **do not give out any personal or banking details**.

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

If you are unsure whether a message from HMRC is genuine, check the list of genuine communications on their website:

<https://www.gov.uk/guidance/check-a-list-of-genuine-hmrc-contacts>

Report all scams to **Advice Direct Scotland** using their free consumer helpline: **0808 164 6000**

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

HMRC - www.gov.uk/government/publications/frauds-tricks-and-scams

