

scam share

spotlight on...

TV Licence Scams

Scam emails and text messages which appear to have been sent by TV Licensing are frequently reported by Scottish consumers.

what do TV Licence scams look like?

Scam emails and texts often appear genuine and may include official TV Licensing logos and branding. The aim of the messages is to encourage you to click on a link leading to a copycat TV Licensing website asking you to enter your personal and financial information. Scam emails and texts may say:

Due to outdated TV Licence account details your account has been flagged and it will be suspended if you fail to respond to this notification. To update your account you will need to tell us your personal details, payment method and provide official proof of your identity.

Update and verify
account details



Today is your last day to remain licensed. You won't be covered if you let your licence expire. Your bank has declined the latest Direct Debit payment. Click here to pay now...



Our records show that you are eligible for a full refund due to the COVID-19 pandemic. Please visit this link to receive your refund...



Oops! Something went wrong with your payment. We're sorry to let you know that your TV Licence could not be automatically renewed. If you don't keep up with your payments we may be forced to cancel your licence or pass your details to a debt collection agency.



how can I tell if a message about TV Licensing is a scam?

TV Licensing have confirmed that they will only email customers about payments if they have missed one. They will never send a text message saying that you are entitled to a refund.

They will not ask you to provide personal or card details until you have signed in on their official website: www.tvlicensing.co.uk.

Genuine TV Licensing emails are sent from donotreply@tvlicensing.co.uk or donotreply@spp.tvlicensing.co.uk and will include your name and/or part of your postcode. If the email begins with 'Dear Customer' or Dear Client' it may be a scam.

Be suspicious of any unexpected message which appears to be from an official 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 messages?

The aim of these messages is to obtain your personal details and payment information. They often ask you to **click on a link**, which will lead to a website with official-looking branding and logos.

Never click on links in unexpected emails or text messages and never enter any payment or personal details.

If you are unsure whether a message about TV Licensing is genuine, **sign into your account on the official website: www.tvlicensing.co.uk/yourlicence**

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

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

