

scam

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Amazon Scams



Scam phone calls purportedly from Amazon Prime - often automated - where the caller provides misleading information about your account.

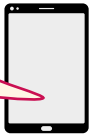
The aim of these scams is to obtain your personal and account details and payment information.

Common Scams



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

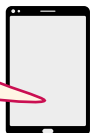
I'm calling from Amazon Prime Security. Your account has been compromised and several payments have been made. Please download software which will allow me to access your computer and fix your account.




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.




Avoid Amazon Scams

 **Amazon advise that they will never phone you to ask you to make a payment.**

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.

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

This could allow them access to any personal and banking details stored on the device

 **Don't give a cold caller any personal information or bank details, even if they have some details already**

If you are unsure about the identity of a cold caller, hang up and contact the company using details found on their official website or on a recent statement/bill

 **Don't follow instructions given in an automated call**

If you press 1 you may be put through to a scammer who will ask for your personal details

 **Report Amazon scams**

Report all scams to **Advice Direct Scotland** on **0808 164 6000** or via **scamwatch.scot**

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

Find out more:

www.tsscot.co.uk/scamshare

