

BT Internet Scam

Staffordshire Trading Standards would like to inform all BT users who have an online account to take care when responding to emails that ask for their account information.

A BT customer was recently sent an email which stated that, due to congestion, certain BT accounts were being suspended and that if the user wished to continue using their account they would have to provide their account username and password otherwise their account will be “deleted” or “terminated”.

The email was a fake and is known as a “phishing” email. Phishing emails are sent to users appearing to be from a trustworthy organisation or company that aim to fool the user into handing over their private account information.

Common things to look out for

- Spelling & grammar or how the email is worded
- The address the email was sent from
- Links to web pages not belonging to the actual company or organisation
- The email will usually say that something bad will happen if you do not provide the requested details

Companies will never send you emails asking you to confirm your account information out of the blue. If an email looks official, again, always check the actual email address the email from sent from. If you are uncertain as to the origin of the email contact the company by phone to confirm that the email was in fact sent by them.

Never respond to dubious looking emails or provide any private details including financial information unless you are absolutely certain the email/website is legitimate.

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All our alerts are available in a range of formats and languages, including large print. Please contact Community Development if this would be helpful to you, or someone you know.

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