

## Amazon refund scam

We have received reports from Kent residents about an Amazon Refund scam.

### How this scam works:

- You receive an email from Amazon about an order
- You are told you are due a refund
- You will be asked to click on a link and confirm your account details

### Protect yourself

- Be cautious of unexpected emails containing links or attachments... especially if they're offering refunds for goods you didn't buy!
- Ensure you do not respond to a false or phishing email, go to your account on Amazon to review or make any changes to your orders or your account.
- Amazon would never ask a customer to email or text them PINs, card details or passwords
- Call your bank if you have any concerns about an email you have received

**Please warn vulnerable family members, friends and neighbours.**

Visit Amazon and watch the video to help identify phishing emails and for tips on safe online shopping