

Fraud Alert



Fake HMRC Emails Sent to NHS

One of TIAA's clients, an NHS Trust, has been targeted by fraudsters. Staff at the Trust received an email from customercontact.uc@hmrc.gov.uk. At first glance, the email looked genuine. The sender provided a reference number in the subject line with the following text in the email:

*I work for HM Revenue & Customs to resolve payroll queries.
I have been trying to contact a member of the payroll team to discuss the Real Time Information submitted for an employee.
Would it be possible to call me on 03000 588489 quoting the above reference number.
Please note, under the Data Protection Act 2018 Schedule 2, Part 1, Para 2 (1) (c) there is a clear requirement for employers to provide details of their employee earnings for the assessment or collection of a tax or duty or an imposition of a similar nature.*

The email was purportedly sent by a case worker in the Operational Excellence team. This is just one of many scams where fraudsters pretend to be from HMRC.

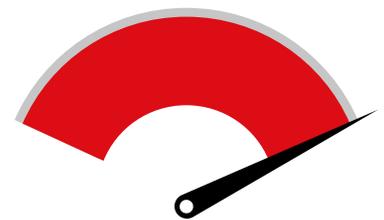


How to protect your organisation from fraud

- Stop and think before replying to an email, clicking on a link, or phoning a number given in an email.
- Never give out personal or financial information about yourself or a member of staff unless you are sure the source is genuine.
- There is advice to check if HMRC contacts are genuine at gov.uk as follows: <https://www.gov.uk/guidance/check-a-list-of-genuine-hmrc-contacts>
- Further helpful guidance is at: <https://www.gov.uk/guidance/identify-hmrc-related-scam-phone-calls-emails-and-text-messages>

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Status: Action Required

This alert provides information and advice to employees about fraud and economic crime, and the risks associated with it. This alert focuses on suspicious HMRC correspondence.

Forward details of suspicious emails to HMRC's phishing team at: phishing@hmrc.gov.uk

Forward suspicious text messages to 60599.

If you have fallen victim to fraud or cyber-crime you should report it to Action Fraud by calling 0300 123 2040, or visit: <https://reporting.actionfraud.police.uk/>

For further discussion and support, including fraud awareness training services, contact:

Melanie Alflatt, Director of Fraud and Security ■ Email: fraud@tiaa.co.uk

www.tiaa.co.uk
0845 300 3333