

FRAUD SCAM ALERT

Fake texts requesting payment of delivery/excess fees

If you receive a text asking you to pay a delivery fee for your pharmacy medicines, keep in mind that this may well be a scam.

MFT do not charge delivery fees, so any request to pay an excess fee or delivery fee will not be from us!

The Scam

1. You receive a fake text asking you to pay a small fee for delivery/redelivery.
2. The text includes a link to a fake Royal Mail, DPD, Evri or other courier website where victims of the scam can enter their bank details to pay the extra fee.

This is a phishing scam that scammers use to get your bank details by making you think that you won't get your order if you don't pay.

The text may even sound convincing especially if you are waiting for your order to arrive. Don't fall victim to these scams asking you to pay.

What must you do?

1. **BE ALERT** - If it looks suspicious, it probably is.
2. **DO NOT** click on the link.
3. **DO NOT** enter your bank details, date of birth or any other personal details linked to that fake text.
4. **DELETE** the text and be on the lookout for any other suspicious texts, emails or telephone calls.

The NHS Local Counter Fraud Specialist for MFT is Sarah Kabirat:

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