



TV LICENSING

# STOP. CHECK. ASK.

**How to identify genuine TV Licensing communications, and how to spot the scammers.**

# Is it genuinely from TV Licensing?

## What to look out for:



**Emails**

P 4



**Letters**

P 8



**Phone calls**

P 10



**Text messages**

P 12



**Home visits**

P 16



**Reporting a scam**

P 18

## **STOP.**

**Sadly, scams are on the increase and TV Licensing is one of the organisations that scammers may try to impersonate.**

If you receive something that says it's from TV Licensing that you're not sure about, the first thing to do is STOP. Don't rush into giving away any of your personal information.

## **CHECK.**

**Scammers will use a variety of methods to try and obtain information from you – maybe through an email, letter, text, phone call, or even a visitor at your door.**

This leaflet tells you what to check for in each case, to help you identify whether communications are genuinely from TV Licensing or not.

## **ASK.**

**If you're unsure about any communication that you've received from TV Licensing, we're always happy to help.**

On the following pages you'll find our contact details, plus other organisations you can contact for information and advice.

## Emails

Email scams can appear almost identical to our genuine emails. Here's an example of a real TV Licensing email. We've labelled it to help you spot if the email you've received is a scam.

1  
Sender

TV Licensing <donotreply@tvlicensing.co.uk>  
To: janesmith@hotmail.com  
You're about to lose your licence.

Your TV Licence expires on 31 May 2020.

So you know this email is from TV Licensing, we've included part of your postcode, \*\*\*2CD. For details on how to check this is genuine information, sent by TV Licensing, please refer to [Your security](#) at the bottom of this email.

Clidwch neu sgrolwch i lawr i ddarllen hyn yn Gymraeg



3  
Your name

Dear Mrs Smith,

**You're about to lose your TV Licence.  
Act now, before it's too late.**



You stopped paying for your TV Licence by Direct Debit. Because of this, your licence is about to expire. Please set up a new Direct Debit to stay licensed.

[Set up a Direct Debit](#)

2  
Partial  
postcode

## 1. Check the sender

Genuine TV Licensing emails are sent from:

**donotreply@tvlicensing.co.uk** or

**donotreply@spp.tvlicensing.co.uk**

On a computer or laptop, you should be able to see the real email address between the < > symbols. But on a mobile device, you may need to select the sender's name to see the address.

✗ **TV Licensing Customer <note81@mail.co.uk>**

✓ **TV Licensing <donotreply@tvlicensing.co.uk>**

## 2. Partial Postcode

If you have provided us with your postcode details, our emails will include part of your postcode and/or the name on the licence.

## 3. Look for your name

If you've given us your name, then we'll always address you using your last name and title. Watch out for emails that only address you as "Dear client" or "Dear customer" – or just use your email address (or part of it).

## 4. Check the spelling and grammar

Scammers can't use our genuine TV Licensing web addresses or email addresses.

Look out for slightly different spellings and things like hyphens and other grammatical errors, such as full stops in odd places.

## 5. Check the links

Always check links in an email before clicking on or tapping them. Be particularly wary of links that promise you money/refunds.

### If you're on a computer:

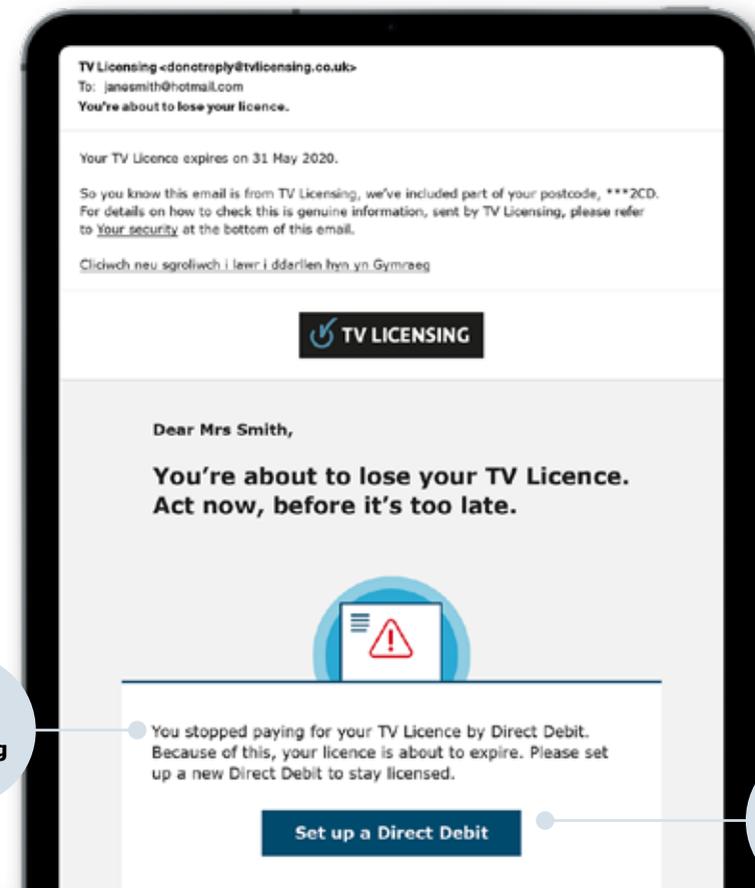
- Hover over the link with your mouse (but don't click it). This will reveal the full web address that you are being sent to.

### If you're on a smartphone or tablet:

- Press and hold the link (don't release while you are on the link). This will reveal the full web address that you are being sent to.

## If you're ever unsure

Don't click on any links or give any personal details. Sign in at **tvlicensing.co.uk/yourlicence** – using your licence number, the name on the licence and the postcode – to check your licence, expiry date and payment details.



4  
Spelling

5  
Links

## Letters

Scammers may send you letters, addressed to you by name. They'll often ask you to phone or go online to confirm your payment details. Here's how to tell a genuine TV Licensing letter from a fake one:

- ✓ If you are currently licensed and you have given us your title and last name, we will always use these when we write to you. We'll also include your TV Licence number.
- ✓ If you are registered as 'No Licence Needed', we'll include that reference number instead of your TV Licence number.

### What things will the scammers try?

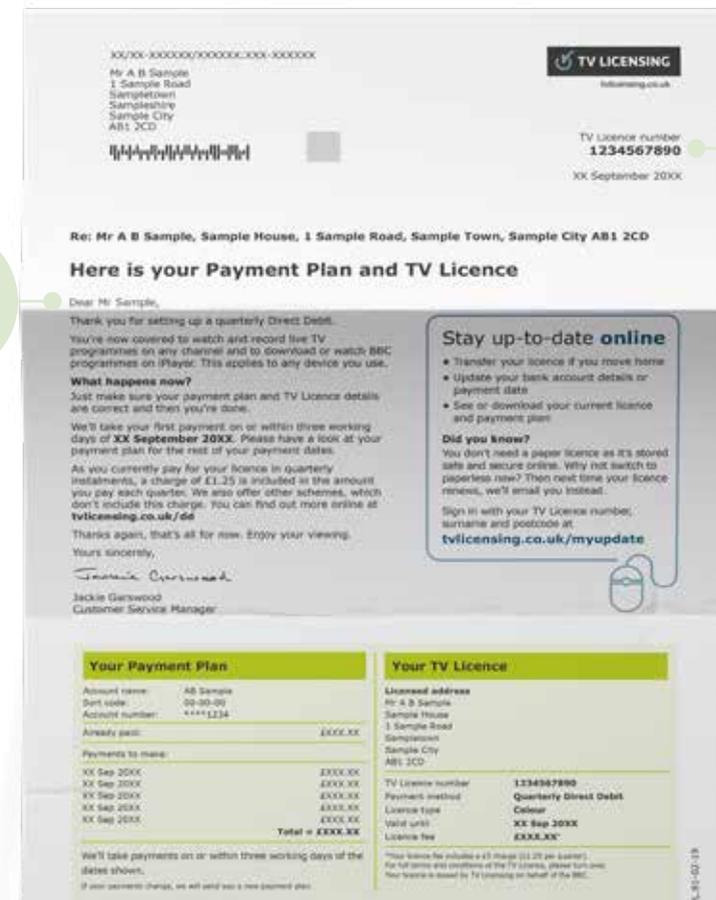
A scam letter will often tell you there is a problem with your licence or that you are due a refund. This is to try to get you to go to a fake website or call a fake number to sort it out.

If you are ever suspicious or doubtful about what a letter is asking you to do, always go to our website and sign in to your licence at **tvlicensing.co.uk/yourlicence** to check if anything is actually wrong.

Our official websites which we'll direct you to are:

- ✓ **tvlicensing.co.uk**
- ✓ **spp.tvlicensing.co.uk**
- ✓ **75plan.tvlicensing.co.uk**

We may use our shortened web address **tvlicensing.co.uk** which will always direct you to our websites.



Title and last name

TV Licence number

## Phone calls

Occasionally, we may call you if there's a problem with your TV Licence. This will usually be about a missed payment, a cancelled Direct Debit, or a reminder to renew.

We'll call you from:

- ✓ **0300 790 6075,**
- ✓ **0300 555 0285 or**
- ✓ **0300 555 0355.**

If you're not sure the call is genuine, don't provide any personal information. You can sign in to your licence at **[tvl.co.uk/yourlicence](https://tvl.co.uk/yourlicence)** to view your payment plan and check if there is any action required.

If you've contacted us with a query, one of our team may call you back to discuss it. This may be from a withheld number, but the call will only be regarding the query you've raised.

### **If you're ever unsure**

Do not provide any personal details  
– **end the call.** Scammers are sometimes able to keep phone lines open. So if you need to check anything with us or your bank, remember to wait at least 20 minutes before making a new call.  
Or use a different phone.

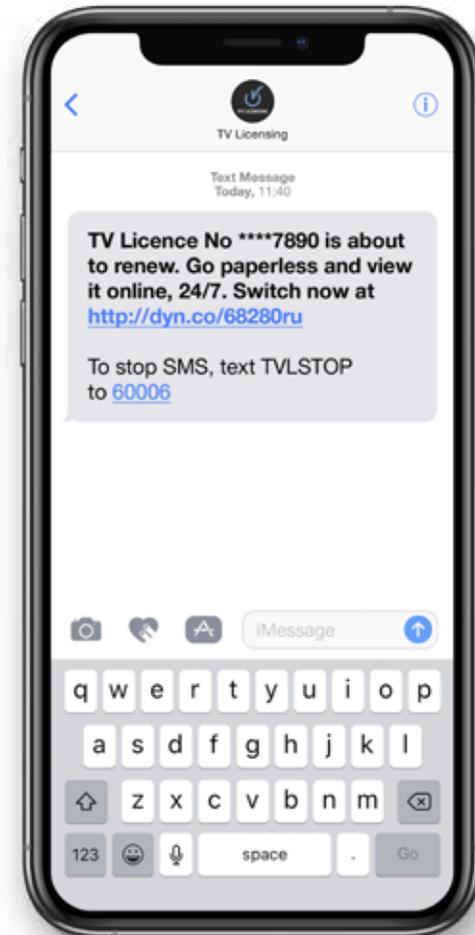


## Text messages

Here's how to tell if a text message is genuinely from TV Licensing or not.

### When we may send you a text message:

- ✓ If you're a TV Licensing payment card customer, we may send you a text message asking you to make a payment. If you're a Simple Payment Plan customer, the link takes you to our secure payment provider (tvlspp.paythru.com).
- ✓ If you've just signed up for Direct Debit, you may receive a text message letting you know when your first payment will be taken.
- ✓ If you've contacted us by phone or on our automated service, we may send you a confirmation message or a satisfaction survey.
- ✓ If you receive your licence through the post, we may send you a message asking you to go paperless.



## The telephone numbers we use:

If the message asks you to call, please check it's one of these numbers:

- ✓ **0300 555 0293**  
if you pay by payment card
- ✓ **0300 790 6082**  
if you pay by Direct Debit
- ✓ **0300 555 0355**  
if you are a Simple Payment Plan customer.
- ✗ If you've received a text that asks you to call any other number, **do not call it.**

## What we'll never do in a text message:

- ✗ Tell you that you're entitled to a refund
- ✗ Ask you to set up a payment plan or provide your bank details by text message
- ✗ Ask you to enter any personal details into our website until you've successfully signed in to your licence.

Before you enter any information, you should check the website address is our genuine website.

The official websites we may direct you to are:

- ✓ **tvlicensing.co.uk**
- ✓ **spp.tvlicensing.co.uk**
- ✓ **75plan.tvlicensing.co.uk**

## If you're unsure about a text you've received:

Do not provide any personal details. You can sign in to view your licence or payment plan and check if there is any action required at **tvlicensing.co.uk/yourlicence**

## Home visits

Here's how you can tell if a visitor is genuinely from TV Licensing.

We will have sent a letter to your address first to notify you that a visit may take place. Even if you don't recall having seen anything from us in writing, you can still check if the visit is genuine. Just follow the steps below.

### Ask for ID

Anyone visiting from TV Licensing will be able to prove their identity by showing their personalised TV Licensing ID card.

### If you're ever unsure

Double check by calling **0300 790 6071** and we can verify the visitor's details.





## Reporting a scam

### If you want to report a suspicious email:

TV Licensing supports the work of the Government's National Cyber Security Centre (NCSC) to help stop scammers. Please forward any suspicious emails to **report@phishing.gov.uk** and they will investigate. If the email links to a scam website, it will be taken down or blocked.

### If you've entered your personal details on a suspicious site:

Report it to Action Fraud at **www.actionfraud.police.uk**

or call them on **0300 123 2040**.

If this included **card or bank account details**, talk to your bank immediately.

### How to report a scam text:

Help stop the scammers by sending a screenshot of the message to **textscam@tvlicensing.co.uk**

### Still have questions?

For further help and advice on how to identify genuine communications from TV Licensing:

Visit **tvlicensing.co.uk/scam**

Or phone us on **0300 303 9695**.

### Would you like this information in a more accessible format?

If you have sight problems, we can send this information by email or in Braille, large print or by audio. Please call **0300 790 6076**.

If you are deaf, have hearing loss or are speech impaired, we support the Relay UK service (formerly the Next Generation Text Service).

You can find out more information at **tvlicensing.co.uk/accessibility**



## **Do you think you may have been scammed already?**

You should report it to  
Action Fraud straight away.

Visit **[www.actionfraud.police.uk](http://www.actionfraud.police.uk)**  
Or call **0300 123 2040**.

Please note, if you provided your  
card or bank details, you should  
also speak to your bank immediately.