

September 2018

[REDACTED]

Sompting Parish Council  
Old School House  
Harriet Johnson Centre  
Loose Lane  
Sompting  
LANCING  
West Sussex  
South East  
BN15 0BG

FREEPOST SCAM MAIL

0800 0113 466  
scam.mail@royalmail.com

Dear [REDACTED]

We are writing to you to seek your help in raising awareness of scam mail in your local community. Royal Mail never knowingly delivers scam mail. We understand the distress that it can cause when received. This type of mail is illegal and targets the most vulnerable in society. We want to put a stop to it.

Typically, scam mail involves professional fraudsters sending convincing letters that are designed to trick people out of money or other valuables. Scam mail can include bogus competitions and fake prize draws. This mail mostly originates from overseas and is hard to detect.

**Who receives scam mail?** It can be anyone. You, a relative, or a friend could receive this type of mail. Even the most alert people can be taken in by these criminals

**We are combating scam mail** - Royal Mail is committed to doing all we can to protect our customers from scam mail. In 2016 Royal Mail introduced a series of additional measures to reduce the impact on our customers. This includes the introduction of a new industry-wide code of practice for dealing with scam mail as well as a new clause in Royal Mail's bulk mail contracts. We are working with other postal operators in the UK and around the world to share intelligence and take steps to prevent it entering the UK.

We have to date proactively stopped over 4 million suspected pieces of scam mail at our distribution centres around the UK, before they can be posted through the letterboxes of customers.

We are continuing to work with our postmen and women across the UK who are the eyes and ears in the local community, industry partners and law enforcement agencies including National Trading Standards to tackle this issue more vigorously.

We would appreciate it if you could publicise the various ways listed below to report Scam Mail in your local Parish newsletter or by putting the poster provided with this letter up on your Parish Noticeboard.

**Should you be concerned** that someone you know is in receipt of scam mail, please contact us by:

- Writing to Royal Mail at FREEPOST SCAM MAIL, enclosing any items that are suspected of being scam mail;
- Calling the Royal Mail Scam Mail Helpline on 0800 0113 466; or
- Emailing [scam.mail@royalmail.com](mailto:scam.mail@royalmail.com)

I would like to assure you that we are doing everything within our powers to protect customers in your community from Scam Mail.

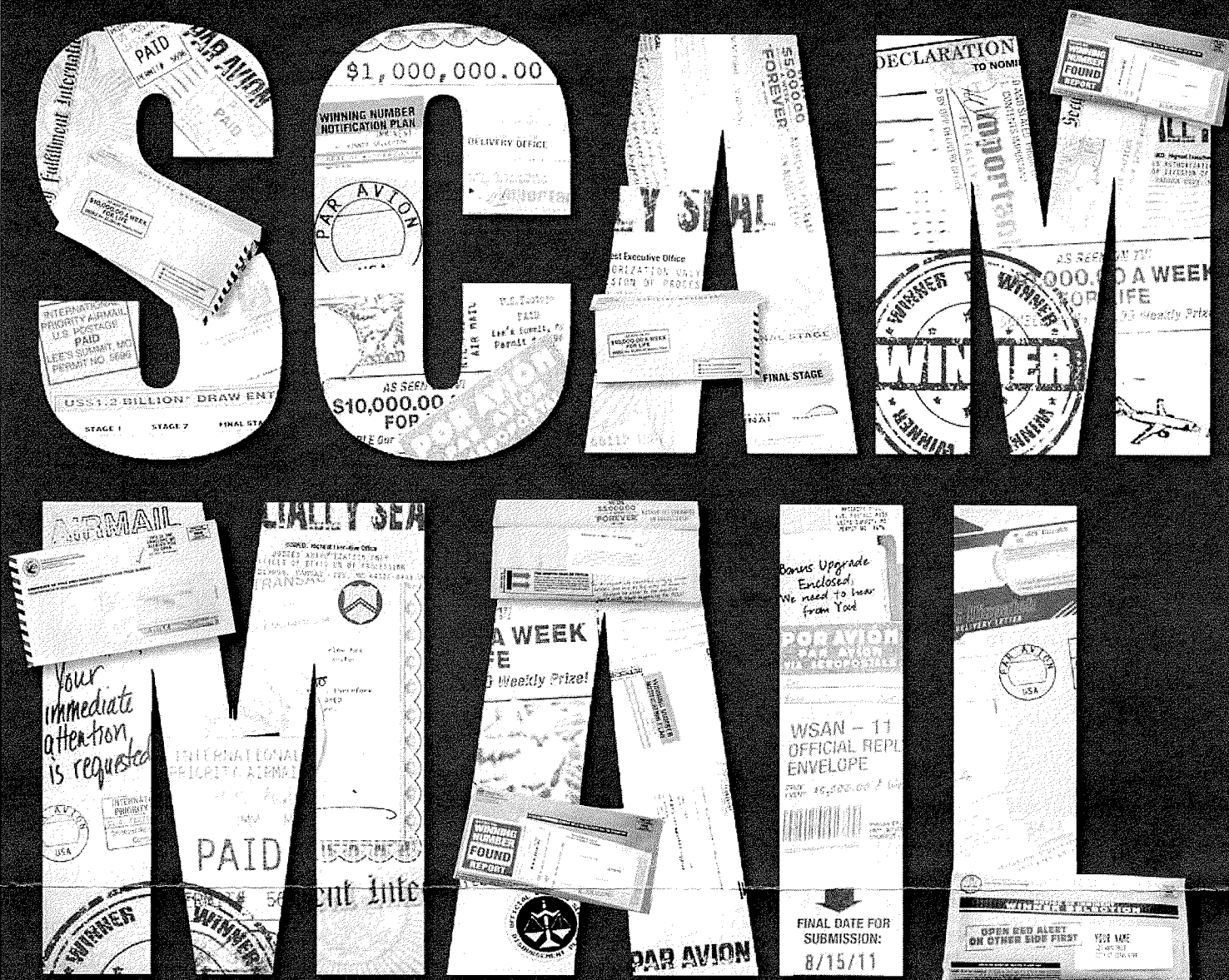
Yours sincerely,



David Gold  
Director of Public Affairs and Policy



PS For more information on scams and how you can get involved in preventing them please visit [www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)



## What is it?

Scam mail is illegal mail

Scam mail targets  
the most vulnerable

Scam mail is not normal  
advertising mail.

## What to look out for

Is someone you know receiving  
a large amount of mail?

Are they sending money in  
response to this mail?

If so, they could be a target  
of scammers.

Contact: Royal Mail scam mail team on 0800 0113 466  
[scam.mail@royalmail.com](mailto:scam.mail@royalmail.com) FREEPOST SCAM MAIL



