


Supply Scams

Learn about supply scams targeting the NHS and how you can avoid them.

HOW DOES IT WORK?

What is a supply scam?



A fraudster sends an invoice for goods or services that you did not order. They may be using the name of a dissolved company or have invented a fake company purely to scam people.

What does it look like?

The first you're likely to know about a supply scam is an email chasing payment. You may also have previously received an empty box in the post, or a parcel containing supplies which you had not ordered.

What are the invoices for?


So far, we've seen invoices for printer drums, printer toner, ink cartridges, PPE, and examination gloves. The fraudsters may invoice for different items if they believe their scam is becoming too easy to spot.

What tactics are they using?

The fraudsters can be very pushy and may follow up the email with numerous phone calls.

They may threaten that they will apply late fees or start legal action if the invoice is not paid quickly.


They also appear to have been targeting staff who are new in post, and claiming their predecessor submitted the order in an effort to create confusion.



HOW CAN I AVOID IT?

Be suspicious.

Invoice details should match records you hold on file. The invoice should be from a known supplier and match their normal format. Any alterations to bank account details, addresses, contact information etc. must be verified by contacting the supplier via an established contact number.



Reconciliation.

Invoices should correspond to a purchase order. In supply scams, the fraudster cannot supply a PO number as the order was never placed.

Handling unexpected deliveries.

If you receive goods you have not ordered, and there is no return address, put the parcel to one side and ensure nobody removes the contents.

Further Advice and Support.

For further support, or to report a supply scam, please contact your Local Counter Fraud Specialist (LCFS).

