

# Kent Fraud Alert System



TO STOP FRAUD™

## The Nationwide scam letters

Customers of Nationwide are being warned to stay alert after reports of convincing scam letters landing on doorsteps. The Building Society confirmed it is aware of fake correspondence circulating after a customer contacted the bank on social media to question a letter they had received. The letter appeared to come from Nationwide and promoted so-called exclusive fixed-rate savings deals, claiming they were offered in partnership with another financial institution.

The letters included realistic reference numbers and even quoted the Financial Conduct Authority, making them feel credible. For people who rely on post rather than email, especially those who are digitally excluded, a physical letter can feel more trustworthy. The fact letters cost money to send also leads many people to assume they must be genuine.

Nationwide has confirmed it is aware of the scam and is urging customers to treat any unexpected letters with caution. Its advice:

- Always verify messages by calling the number on your bank card, visiting a branch, or logging in via the official website.
- Never use the contact details or links provided in a suspicious letter.

If you have been a victim of any type of scam, then contact your Bank immediately, which you can do by calling 159 and reporting to Report Fraud at [Reporting cyber crime and fraud or phishing attempts - Report Fraud](#) or call 0300 123 2040.

Find out more by visiting our website at [Advice about fraud | Kent Police](#) and also from the Home Office at [Stop! Think Fraud - How to stay safe from scams](#)



## Preventing fraud

Together,  
let's stop  
scammers.



### Remember, ABC:



never Assume



never Believe



always Confirm



**Kent  
Police**

Report a non-urgent crime online [www.kent.police.uk/report](http://www.kent.police.uk/report)

Talk to us on LiveChat – available 24/7 [www.kent.police.uk/contact](http://www.kent.police.uk/contact)

In an emergency, if crime is in progress or life is in danger call **999**

If you have a hearing or speech impairment, use our textphone service **18000**.  
Or text us on 999 if you've pre-registered with the emergency SMS service.

[www.kent.police.uk](http://www.kent.police.uk)   