

# Student visa fraud guidance pack

## Autumn 2018

# UK Visas and Immigration

## Action Fraud

#STAYTUNEDTOFRAUD

# Dear Partner,

Every year, UK Visas and Immigration (UKVI) receives hundreds of thousands of applications for Tier 4 visas from individuals who want to study at our world class institutions. Last year, 96% of Tier 4 applications were successful.

Whilst this is something we are very proud of, it has sadly come to our attention that international students are being targeted by fraudsters once they reach UK soil.

Perpetrators are calling our customers, claiming to be from the Home Office and demanding money for non-existent visas fee and fines, sometimes in the way of gift cards or iTunes vouchers.

We need your help to stop these fraudsters in their tracks. With your help and support, we can warn students against fraudulent activity and prevent them from falling for such scams.

We have teamed up with Action Fraud to create this guidance pack. Within it, you will find key messages and assets for you to share on your own communication channels to help us collectively reach as many students as possible. We have also recommended a few additional actions you can take to warn students about fraudulent activity.

Thank you in advance for all your support.

**If you have any questions or feedback, please contact us at:**  
**[ukvistrategiccomms@homeoffice.gsi.gov.uk](mailto:ukvistrategiccomms@homeoffice.gsi.gov.uk)**



# Further information about Action Fraud

Action Fraud is the UK's national reporting centre for fraud and cyber crime, and takes crime and information reports on behalf of the police and gives advice and fraud prevention guidance.

Action Fraud does not have investigation powers, however, the reports taken by Action Fraud are sent to the National Fraud Intelligence Bureau (NFIB) which is run by the City of London Police, the national lead force for fraud.

The NFIB collates and analyses intelligence on fraud, identifying viable lines of enquiry and developing packages for submitting to a police force for investigation. The NFIB also execute a range of disruption and crime prevention techniques for victims across all sectors to target criminality and engineer out the threat from fraud and cyber crime.

For further information, visit [www.actionfraud.police.uk](http://www.actionfraud.police.uk)



# Key Messages

- Legitimate Home Office officials will never contact you and ask you to pay visa fees or fines over the phone.
- If you receive an unexpected call from someone who claims to be from the Home Office, it may be a scam. If you are worried about your Visa status, contact your university or place of study where someone will help you. You can also contact UKVI on 0300 123 224.
- Home Office or UKVI officials will never ask you to pay visa fees or fines using iTunes gift cards, cryptocurrency or money transfer services. Never provide the numbers on the back of iTunes Gift Cards to someone you don't know.
- Always question unexpected requests for your personal or financial information in case it's a scam. Even if someone knows your basic details, it doesn't mean they are genuine.
- Trusted organisations won't pressure you to make a financial transaction on the spot. If something feels wrong, question it.
- If you think you have been a victim of fraud you should report it to your place of study and to Action Fraud. Call 0300 123 2040.
- Stay tuned to fraud!

# Assets

## Statics



**£10**

**Gift Card Fraud**

**AF**

**#STAYTUNEDTOFRAUD**  
Cold calls, text messages and emails

**£10** **ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

**CITY OF LONDON POLICE**

No genuine organisation will ask you to pay taxes, bills or fees using gift cards, or any other type of voucher. If you're contacted by anyone that asks you to do this, you're very likely the target of a scam.



Visit [www.actionfraud.police.uk/giftcardfraud](http://www.actionfraud.police.uk/giftcardfraud) for further advice on how to protect yourself



**£15**

**Gift Card Fraud**

**AF**

**#STAYTUNEDTOFRAUD**  
Cold calls, text messages and emails

**£15** **ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

**CITY OF LONDON POLICE**

If you think you have been a victim of fraud, report it to Action Fraud online at [actionfraud.police.uk](http://actionfraud.police.uk) or by calling 0300 123 2040.



Visit [www.actionfraud.police.uk/giftcardfraud](http://www.actionfraud.police.uk/giftcardfraud) for further advice on how to protect yourself



**£25**

**Gift Card Fraud**

**AF**

**#STAYTUNEDTOFRAUD**  
Cold calls, text messages and emails

**£25** **ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
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**CITY OF LONDON POLICE**

Always question unsolicited requests for your personal or financial information in case it's a scam. Even if someone knows your basic details (such as your name and address), it doesn't mean they are genuine.



Visit [www.actionfraud.police.uk/giftcardfraud](http://www.actionfraud.police.uk/giftcardfraud) for further advice on how to protect yourself

# Assets

## Statics

£50

**Gift Card Fraud**

**AF**

#STAYTUNEDTOFRAUD  
Cold calls, text messages and emails

**£50 ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
www.actionfraud.police.uk

**CITY OF LONDON POLICE**

Gift cards can only be used to purchase goods and services from the retailer named on the card. Never provide the numbers on the back of a gift card to someone you don't know.

Visit [www.actionfraud.police.uk/giftcardfraud](http://www.actionfraud.police.uk/giftcardfraud) for further advice on how to protect yourself

£20

**Gift Card Fraud**

**AF**

#STAYTUNEDTOFRAUD  
Cold calls, text messages and emails

**£20 ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
www.actionfraud.police.uk

**CITY OF LONDON POLICE**

Genuine banks or other trusted organisations won't pressure you to make a financial transaction on the spot. If something feels wrong then it's usually right to question it.

Visit [www.actionfraud.police.uk/giftcardfraud](http://www.actionfraud.police.uk/giftcardfraud) for further advice on how to protect yourself

**UK Visas & Immigration**

If you receive an **unexpected email, telephone call or letter** from someone who claims to be from the Home Office, **it may be a scam.**

**We will never** contact you and ask you to pay visa fees or fines over the phone.

**ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
www.actionfraud.police.uk

#STAYTUNEDTOFRAUD  
Cold calls, text messages and emails

**UK Visas & Immigration**

If you receive an **unexpected email, telephone call or letter** from someone who claims to be from the Home Office, **it may be a scam.**

**We will never** ask you to pay fees or fines using gift cards, itunes vouchers, cryptocurrency or money transfer services.

**ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
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#STAYTUNEDTOFRAUD  
Cold calls, text messages and emails

# Assets

Gif 1 – to play left to right

UK Visas & Immigration

If you receive an **unexpected** email, **telephone call** or letter from someone who claims to be from the Home Office, **it may be a scam.**



UK Visas & Immigration

The Home Office and UKVI officials will never **pressure you** to make a **financial transaction on the spot.**

UK Visas & Immigration

If something feels wrong, **question it.**



UK Visas & Immigration

If you're worried about your visa status, **contact your university or place of study** where someone **will help you.**

UK Visas & Immigration

**Visit [www.gov.uk](http://www.gov.uk)** and search **'fraud, tricks and scams'** for further advice.

UK Visas & Immigration

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**ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
❖❖❖ [actionfraud.police.uk](http://actionfraud.police.uk) ❖❖❖

**#STAYTUNEDTOFRAUD**  
Cold calls, text messages and emails

# Assets

## Gif 2 – to play left to right

UK Visas & Immigration

If you receive an **unexpected** email, **telephone call** or letter from someone who claims to be from the Home Office, **it may be a scam.**



UK Visas & Immigration

If you're worried about your visa status, **contact your university or place of study** where someone **will help you.**

UK Visas & Immigration

You can also contact **UKVI** on **0300 123 2241**



UK Visas & Immigration

**Always question requests** for your personal or financial information in case it's a scam. Even if someone knows your basic details, **it doesn't mean they are genuine.**

UK Visas & Immigration

**Visit [www.gov.uk](http://www.gov.uk)** and search **'fraud, tricks and scams'** for further advice.

UK Visas & Immigration

**Visit [www.gov.uk](http://www.gov.uk)** and search **'fraud, tricks and scams'** for further advice.

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**#STAYTUNEDTOFRAUD**  
Cold calls, text messages and emails



# Assets

## Gif 3 – to play left to right

UK Visas & Immigration

**Fraudsters may call** and tell you there is a serious problem with your visa.

UK Visas & Immigration

They **appear to be genuine** and convincing, and may give a false name and return phone number that appears to be a genuine Home Office number.

UK Visas & Immigration

They may tell you to **send money** as soon as possible using different methods of payment, to prevent some kind of action, like deportation or cancellation of your visa.

UK Visas & Immigration

Legitimate Home Office officials will **never contact** you and ask you to pay visa fees or fines over the phone.

UK Visas & Immigration

If you think you have been a victim of fraud you should **report it** to your place of study and **to Action Fraud.**

UK Visas & Immigration

Visit **www.gov.uk** and search **'fraud, tricks and scams'** for further advice.

UK Visas & Immigration

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actionfraud.police.uk

**#STAYTUNEDTOFRAUD**  
Cold calls, text messages and emails

# Assets

## Poster to display on campus



UK Visas  
& Immigration



**If you receive an unexpected email, telephone call or letter from someone who claims to be from the Home Office, it may be a scam.**

Fraudsters may call and tell you there is a serious problem with your visa. They appear to be genuine and convincing, and may give a false name and return phone number that appears to be a genuine Home Office number.

They may tell you to send money as soon as possible using different methods of payment, to prevent some kind of action, like deportation or cancellation of your visa.

Always question unwanted requests for your personal or financial information. Even if someone knows your basic details, it doesn't mean they are genuine.

**Learn the facts and stay safe:**

If you receive an unexpected call, text message or email and are worried about your Visa status, contact your university or place of study where someone will help you.

Home Office and UKVI officials will never pressure you to make a financial transaction on the spot. If something feels wrong, question it.

The Home Office or UKVI will never ask you to pay visa fees or fines using itunes vouchers, gift cards, cryptocurrency or money transfer service.

If you think you have been a victim of fraud you should report it to your place of study and to Action Fraud. Call 0300 123 2040 or report it online at [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

Visit [www.gov.uk](http://www.gov.uk) and search 'fraud, tricks and scams' for further advice.



UK Visas  
& Immigration



**ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
[actionfraud.police.uk](http://actionfraud.police.uk)



**ActionFraud**  
Report Fraud & Internet Crime  
[actionfraud.police.uk](http://actionfraud.police.uk)

# Actions

- Please share this pack with the relevant teams at your institution (international teams, student support teams) so staff are aware and can assist students should they report fraudulent calls.
- Share assets via social media using the hashtag #STAYTUNEDTOFRAUD. Please include key messages from slide two. All assets from this pack are available [here](#) for download.
- Text/email/whatsapp all international students to warn them about potential scammers.
- Circulate the factsheet we have provided and stick it up around campus.
- Include a short article in any newsletters, on your home page or any international pages/forums on your website.
- Encourage your student union/sabbatical officers to hold awareness sessions on campus.

**Please keep a record of any student reporting and let us know if students specifically reference this campaign. This will be really helpful for us when it comes to evaluation. You can reach us at:**

**[ukvistrategiccomms@homeoffice.gsi.gov.uk](mailto:ukvistrategiccomms@homeoffice.gsi.gov.uk)**



# Thank you

All assets from this pack are available [here](#) for download.

If you have any questions or feedback, please do get in touch.

You can contact us at: [ukvistrategiccomms@homeoffice.gsi.gov.uk](mailto:ukvistrategiccomms@homeoffice.gsi.gov.uk)

Thank you.