

Fake PayPal emails

Summary

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Reference 20201105

There have been 21,349 Action Fraud reports featuring fake PayPal phishing emails recorded between January to September 2020, with a total reported loss of £7,891,077.

Online marketplace sellers have received a fake email that appears to be from PayPal, stating that the fraudster has made a payment for an item. A follow up email requests the shipping tracking order reference, prompting the seller to dispatch the item. The fraudster relies on the seller not verifying that the payment has been received in their PayPal account, before shipping the item leaving the seller at a loss.

The reporting to Action Fraud does not suggest that PayPal are implicated or complicit in any fraud, either directly or indirectly; the use of a popular brand may be exploited by fraudsters to commit fraud.

What you need to do

- **Verify the payment:** If you're selling goods on an online marketplace, such as eBay, don't post the item to the buyer until you have verified, using the official app or website, that the payment is in your account.
- **Report suspicious emails:** If you've received an email you're not quite sure about, you can report it by forwarding it to: report@phishing.gov.uk

For more information about how to protect yourself online, visit
www.cyberaware.gov.uk and takefive-stopfraud.org.uk

Every Report Matters

If you have been a victim of fraud or cyber crime, report it to us at Actionfraud.police.uk, or by calling 0300 123 2040.