



19.05.21 – Scam texts, phone calls and emails purporting to come from HMRC

Please be aware of scam messages which look like they have come from HMRC.

They will normally start off with a message to say you are entitled to a tax refund and ask you to click a link in the message.

HMRC will NEVER ask you for your personal details in this way.

If you do receive a message – it could be a scam if:

- It is unexpected
- Offers a refund, tax rebate or grant
- Asks for personal information like bank details
- Is threatening
- Tells you to transfer money

HMRC will:

- Only ever call you asking about a claim or payment on a debt that you already know about
- Never leave a voicemail threatening legal action
- Never give the reason for a call on a voice message
- Never send a communication through WhatsApp

Further information

Follow this link to see examples of HMRC related phishing emails, suspicious phone calls and texts:

[Examples of HMRC related phishing emails, suspicious phone calls and texts - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/examples-of-hmrc-related-phishing-emails-suspicious-phone-calls-and-texts)

Follow this link to find out more information about action to take to report scam messages to HMRC so they can investigate:

[Report suspicious HMRC emails, text messages and phone calls - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/report-suspicious-hmrc-emails-text-messages-and-phone-calls)