

Hannah Blythyn AS/MS
Y Dirprwy Weinidog Partneriaeth Gymdeithasol
Deputy Minister for Social Partnership



Llywodraeth Cymru
Welsh Government

Eich cyf/Your ref
Ein cyf/Our ref HB 628 2021

Joel James MS
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8 December 21

Dear Joel

I am writing further to the question you raised in Plenary on 24 November regarding text scams using a missed parcel delivery to try to obtain bank account details. I said that I would provide you with an update following my meeting with Royal Mail.

I have asked Royal Mail what it is doing to protect its customers from such scams and have been advised that Royal Mail is informing its customers that it will only send email and text notifications in cases where the sender has requested this or for trackable deliveries. In cases where customers need to pay a surcharge for an underpaid item, Royal Mail lets them know by leaving a 'Fee to pay' card.

Royal Mail has also advised that it works with UK law enforcement agencies, Trading Standards and other organisations to share information and support robust proactive action against scams. It reports any offending sites and suspicious numbers to the appropriate authorities as soon as they are detected.

In June 2021, Royal Mail launched its 'Stamp out Scams' initiative, information on this can be found at <https://www.royalmail.com/help/scam-protection>.

Of course, this type of phishing scam is not only targeting Royal Mail customers. The text messages can reference any well-known delivery company. As a result, Ofcom, the postal services regulator has also posted a warning. You can find more information on this at [Malware alert: beware of fake delivery company text messages - Ofcom](#).

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:
0300 0604400

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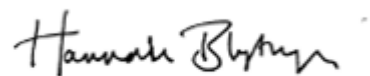
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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

The article also provides links to the Action Fraud and National Cyber Security Service websites so those affected can seek help and support.

Yours sincerely,

A handwritten signature in black ink, reading "Hannah Blythyn". The signature is written in a cursive style with a small mark at the end.

Hannah Blythyn AS/MS

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