

Scams & online safety | Easy | 2 min read

Fake delivery texts: Royal Mail, DPD and Evri

Many people get a text saying a parcel is waiting and a small fee is due. These messages are very common, and they are easy to deal with once you know the signs.

What the message usually looks like

- It says a delivery has failed or is being held.
- It asks you to tap a link to rearrange delivery or pay a small fee, often under £3.
- It uses real company names such as Royal Mail, DPD or Evri.
- It may say you must act today.

Why it is a trick

Real delivery firms do not ask for card details through a text link. The link leads to a copy of a real website, built to collect your card number and the security code on the back. The small fee is just a way of getting you to type those details in.

What to do

1. **Do not tap the link**, and do not reply, even to say stop.
2. Think: are you actually expecting a parcel? If so, go to the company's own app or type their website address in yourself.
3. Forward the text to **7726**. This is free and helps your phone network block the sender.
4. Delete the message.

If you are unsure, you can also check the tracking number in the email from the shop where you ordered.

If you already tapped or paid

Do not panic. Tapping a link alone usually does no harm if you close the page straight away. If you typed in card details, ring your bank on the number on the back of your card, or dial **159**, and tell them. They can stop the card and check for payments. Our guide on giving away card details has more.

You can report the scam to Report Fraud (formerly Action Fraud) at reportfraud.police.uk or on 0300 123 2040. In Scotland, call Police Scotland on 101.

When to get more help

Ask us if you are not sure whether a message is real, if you tapped a link and your phone is behaving oddly, or if you would like help setting up your phone to filter junk texts. There is no such thing as a silly question here.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.