

Fake 'missed parcel' messages



How to avoid 'missed parcel' message scams



Fake means something is not real.

A **scam** is a trick to get your money.

Criminals are tricking people by asking them to download an app to get information about a parcel that they have missed being delivered.

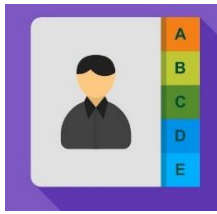
The messages have links to a page that tells you:

- to download a tracking app for the parcel delivery
- or that your phone is infected with **malware** or **spyware** and you should download anti-malware software

Malware or **spyware** is bad **software** that damages your computer or lets it get your information like passwords, bank details and contacts.

Software is the instructions a computer uses to work.

If you install the app on your phone or computer, it can steal your banking details, passwords, and other important information.



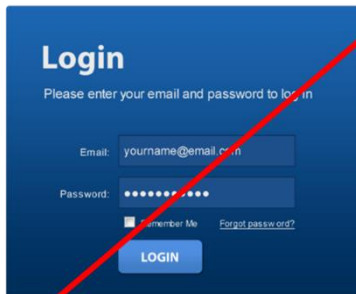
The app:

- gets your **contacts** and sends them to the criminals

Your **contacts** are the names, addresses and phone numbers of people in the address book of your phone.

- sends text messages from your device to other people

What should I do if I have already downloaded the spyware app?



Do not log into any accounts until you have followed these steps.

1. Perform a factory reset as soon as possible.

Check our 'buying and selling second-hand devices' document for information about how to do this.



If you do not have backups enabled, you will lose information.

[The Cyber Aware guidance explains how to do this.](#)



In this document, a **device** is something that can connect to the internet, like a smartphone, tablet, or laptop computer.

You may need to enter a password when you reset your device.

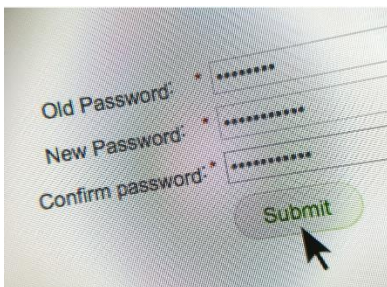
Make sure you change this password.



2. When you set up the device after the reset, it may ask you if you want to 'restore from a backup'.

Do not restore from any backups done after you downloaded the app.

Automatic backups are made every 24 hours if you are connected to Wi-Fi.



3. If you have logged in to any accounts or apps using a password after downloading the app, you must change that account password.



4. If you have used these same passwords for any other accounts, then these also need to be changed.

How to safely check for missed parcels



If you are expecting a delivery and you get a 'missed parcel' message on your phone or other device, do not click the link.

Use the official websites of delivery companies to track your parcel.

Here is a list of the official websites of major delivery companies below.



[DHL - track a parcel](#)

[Royal Mail - track your item](#)

[DPD - tracking service](#)

[Evri \(used to be Hermes\)- track your parcel](#)

[Yodel - parcel tracking](#)

[Tracking | UPS - United Kingdom](#)

What to do if you get a 'missed parcel' message that you are not sure about.



Do not click the link in the message.

Do not put a new app on your phone or device if the message asks you to do this.

Delete the message.

How to protect yourself from future scams



Back up your device to make sure you do not lose important information like photos and documents.

[The Cyber Aware guidance explains how to do this.](#)



Google Play



Only install apps from official 'App' stores:

- most Android devices use the Google Play Store.
- iPhones use the Apple App Store
- some mobile phone makers have their own app store – for example Huawei has the AppGallery



Google Play
Protect

For Android devices, make sure that [Google's Play Protect](#) service is on your device.

Some Huawei devices have [a similar tool to scan devices](#) for viruses.



This will make sure any malware on your device can be found and removed.