

## WhatsApp warning as scammers steal accounts.

WhatsApp users are being warned of a new scam which sees criminals posing as family and friends to request a security code.

Once they have access to the security code, they aim to steal access to your WhatsApp account.

Criminals gain access to an account that lists you as a contact, before posing as that account and starting a seemingly normal conversation.



- The user will then receive a text message from WhatsApp with a six-digit code around the same time as the conversation begins.
- The scammer will ask you to share the code with them, claiming it was sent by mistake.
- Once the criminal has the code, they can log in to your WhatsApp account and lock you out.

**Action Fraud** recommends setting up two-step verification to give an extra layer of protection to their account.

To set up two-step verification, you should go into your app and tap Settings > Account > Two-step verification > Enable.

Useful tips if you think you are being targeted by the scam:

- If a family member or friend makes an unusual request on WhatsApp, always call the person outside of WhatsApp to confirm their identity.
- Users should never share their account's activation code or Two-step verification Pin with others.
- Users can report spam messages or block a sender within WhatsApp by pressing and holding on the message bubble, selecting 'Report,' and following the instructions.

**Want to protect your WhatsApp account from scams? It's easy! Just follow these steps.**



To learn more, visit [faq.whatsapp.com](https://faq.whatsapp.com) and type "stolen accounts".



**1.** Never share the 6-digit registration code you received via SMS with others.



**2.** Enable two-step verification

1. Tap Settings > Account > Two-step verification
2. Create a PIN. That's it!



**3.** Protect your data

1. Allow only your contacts to see your profile photo. Tap Settings > Account > Privacy > Profile photo and select "My contacts".
2. Be wary of people asking you for money.
3. Always call your contact to confirm their identity before making any money transfer.



For more information or any questions please contact Merseyside Police Cyber Dependent Crime unit on the below email.

[Cyber.Dependent.Crime.Unit@merseyside.police.uk](mailto:Cyber.Dependent.Crime.Unit@merseyside.police.uk)

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