Telephone Scams

Students should be aware of immigration related telephone scams.

We have had information about several scams currently operating where the caller claims to be from 'the UKBA' or the ‘Home Office’ and is calling from a number which is listed on several immigration related websites. The caller may appear to know lots of information about you and may tell you that there is an error on your visa, that you made a mistake on your paperwork when you entered the UK or that you have not paid for an immigration service. They may ask for money to correct it or tell you that the case will go to court.

In October 2016 there were reports of a new scam where students were phoned by a phone number which shows up as “Home Office- Customer Services” and the phone number matches the number on the gov.uk website. The caller may inform you that you have failed to complete some paper work properly meaning that you are now required to pay a fine or face immediate removal from the UK and a 10 year ban. The caller may have some of your personal details and ask you to pay a fine of between £1500 - £6500.

You should be aware that the UK Border Agency (UKBA) no longer exists and is now called UK Visas and Immigration (UKVI), part of the Home Office. The Home Office will never contact you by telephone to request personal details or make any payments. If you receive a call like this we would strongly advise you not to make any payment or give any personal details such as your address to the caller. You can simply end the call, or you may wish to tell the caller that you will be seeking advice from the university and/or the police.

We would advise you to report it to the campus police officer, Mo Khan, so he is aware of how many students are being affected by this and may be able to provide further support. You can contact him by emailing mo.khan@ncl.ac.uk You may also want to report the call to your local police station so they are aware of it: http://www.northumbria.police.uk/

The Home Office is aware of these types of scams and has provided some information on its website: https://www.gov.uk/government/publications/frauds-tricks-and-scams

Some helpful advice is also available from the UK Council for International Student Affairs (UKCISA): http://www.ukcisa.org.uk/International-Students/Immigration-/Other-immigration-matters/Telephone-frauds-and-scams/

If you are unsure what to do, please come to see us at one of our visa drop-in sessions, or contact us using our web enquiry form: http://www.ncl.ac.uk/students/progress/visa/AccessingVisaSupport/index.htm