

Fraud Prevention Policy

UGP takes fraud seriously and we're committed to doing as much as we can to help protect our customers. We believe that being informed about any potential threat is the first line of defence.

When we speak to you...

Whether we call you, or you call us, we'll always take you through our 3-step verification process to check we're speaking to the account holder or nominated representative from your company.

When we email you...

When we contact you by email, we'll always address you by name and quote your account reference number. We'll never ask you for any personal details and we will only ever send links back to our website if appropriate, not to any other online destination. If you are at all suspicious of an email you've received, there are a few things you can check to put your mind at ease:

1. If the email says "Dear customer" instead of using your name, the email is not from us. However please be wary, as fraudulent emails can sometimes contain your name. Using your name is a good sign but it doesn't give you complete certainty that the email is safe.
2. If the email asks you to update or confirm any account or personal details, it's not from us.
3. If the email is poorly written and contains spelling and/or grammar mistakes, it's unlikely to be from us.
4. If the email asks you to do something quickly and "act now" it's likely fraudulent.
5. Our emails will always be from something@ugp.co.uk – if your email is from "something@someaddress/ugp.co.uk" then it's a fraudulent email.

If you are ever in any doubt, don't reply or click on any links and call our customer services team on 0844 3180044.



When we visit you...

From time to time, you may get a visit from someone on our behalf to check your meter readings. For electricity meter readings these visitors will usually be from Western Power/MOP, or for Gas from Lowri Beck or your Meter Asset Manager. We advise that you always verify the identity of the representative by asking to see their identification, which they are required to carry with them at all times.

If you are still in doubt about a visitor, please feel free to contact us on 0844 3180044 for further assistance.

What to do if you suspect fraudulent contact

In the first instance, please report the incident to our customer services team. You can call us on 0844 3180044 or email cs@ugp.co.uk.

Any suspicious emails or phone calls should also be reported to Action Fraud at <https://www.actionfraud.police.uk>.

For further information on how to stay safe online visit <https://www.getsafeonline.org> or <https://www.financialfraudaction.org.uk>.

