

# Fraud Alert

**tiaa**

## General Practices continue to receive fake invoices

A London General Practice has received a fake invoice from MedSupply Group Ltd. The invoice requested payment of £850.40 for PPE and a medical device, neither of which were ordered or received by the General Practice.

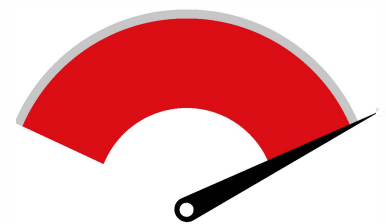
In the last 18 months, NHS bodies across the UK have received fake invoices from

- MedSupply Group Ltd;
- Medistore;
- Business Supply Chain;
- Prestige Office Supplies;
- Eurotrade Office Supplies Ltd;
- Office Direct UK (officedirectuk.com);
- Office Solutions;
- Office Central Ltd.

All invoices requested payment for mainly PPE, medical devices and printing equipment. The fake invoices tend to have values of between £500 and £1000.

The contact phone numbers on the fake invoices do vary, but a recurrent one is 03300431276.

Invoices are often addressed to the Practice Manager as this information is readily available on the Practice website.



### Status: **Action Required**

**This alert provides information and advice to staff about fraud and economic crime, and the risks associated with it.**

**If your organisation has fallen victim to fraud you should report it to your counter fraud specialist or to the NHS Counter Fraud Authority on 0800 028 4060.**



### How to protect your organisation from fraud

- General Practices should check their finance systems. If any invoices have been received or paid in respect of the suppliers named above, please notify your counter fraud specialist.
- All NHS organisations need to be vigilant when receiving invoices. There is an increased risk of fraud during the pandemic as fraudsters take advantage of staff working from home who cannot always check if goods have been received, plus the increase in temporary suppliers. Invoices may be marked as overdue or urgent, putting pressure on staff to process payments swiftly.

**Disclaimer:** This document is provided for guidance and awareness purposes only. This summarising article is not a full record of the key matters and is not intended as a definitive and legally binding statement of the position. While every effort is made to ensure the accuracy of information contained, it is provided in good faith on the basis that TIAA Limited accept no responsibility for the veracity or accuracy of the information provided. Should you or your organisation hold information, which corroborates, enhances, contradicts or casts doubt upon any content published in this document, please contact the Fraud Intelligence Team.

**Handling & Distribution:** This document must not be circulated outside of your organisation, on public facing websites or shared with third parties without written consent. Onward disclosure without prior authority may be unlawful under the Data Protection Act 2018.

For further discussion and support, including fraud awareness training services, contact:

**Melanie Alflatt, Director of Anti-Crime Services** ■ Email: [fraud@tiaa.co.uk](mailto:fraud@tiaa.co.uk)

**[www.tiaa.co.uk](http://www.tiaa.co.uk)**  
**0845 300 3333**