

## **Beware of Tuition Fee Fraud – Don't Become a Victim**

### **What is Tuition Fee Fraud and how does it work?**

Recently scammers have been reaching out to students to befriend them and tell them there is a way to reduce the cost of university tuition fees. They promise a discount or a better rate of exchange if you pay them – and claim in return they will pay your fees to Cardiff Met.

The person approaching you might be another student (at Cardiff Met or elsewhere) or could be a friend, 'cousin', 'uncle' or family acquaintance. They will offer to arrange a discount for you by paying on your behalf – either asking you to pay your money to someone else or make a payment through a website which may look completely genuine.

**Offers like these are usually part of a card scam, where payments are made to a student's university account using stolen cards.**

The person will make the payment towards your fees as agreed, so everything may seem legitimate at first. However, the payment will either be declined, or it will become invalid - often many days or weeks later once it is realised that the payment card was stolen or cloned.

Occasionally, scammers will attempt to make numerous lower value payments using several different cards until one works.

**The result is that you have lost your money and unknowingly become involved in illegal activity. Your Tuition Fees are still owing to Cardiff Met.**

To avoid such fraud, you should only pay your fees directly to Cardiff Met. You can find details of how to do this [here](#). If you still have questions please [contact](#) the Tuition Fees Team by email at [tuitionfees@cardiffmet.ac.uk](mailto:tuitionfees@cardiffmet.ac.uk)

### **How to avoid Tuition Fee Fraud**

- Be wary of approaches made on social media channels such as; Facebook, Instagram, WeChat or any other method
- **Only pay tuition fees directly to the university and not through third parties.**
- If someone offers you a discounted exchange rate ignore it, it is likely to be a fraud.
- Don't be pressured into making payments because of an 'offer expiring' as criminals will try to rush or panic you.
- Report any suspicious contacts to the police.
- Don't share personal information or login details.

- Do not share your university number, email address and login details with anyone.
- Do not share credit or debit card details with anyone.
- Don't pay any type of tuition fee in cash to individuals or made through social media contacts.
- Look out for communications like adverts and emails with bad spelling and grammar
- Lookout for suspect email addresses.
- **Remember: If an offer or inducement seems too good to be true, it is generally false!**

### **What happens next**

- If you have unfortunately been a victim of fraud, the funds that were transferred to Cardiff Met will be reclaimed by the bank or card provider. When this happens your student debt is re-instated, so you will still owe the university your tuition fees.
- The University will notify the National Crime Agency that an attempted fraud has taken place.

### **What to do if you are a victim of fraud**

- Tuition fee fraud is a crime committed against you the student, and you may decide to report this to the police. The University cannot report the matter for you, but support can be provided by the Global Engagement Team, Student Services, and / or Students' Union. Contact links are below.
- You can report the crime to [Action Fraud](#)
- If you believe another Cardiff Met student to be involved in the fraud, then you should contact the Complaints & Conduct Manager by email at [complaints@cardiffmet.ac.uk](mailto:complaints@cardiffmet.ac.uk) to report the misconduct. Copies of emails and screen shots should be supplied, where available. Contact links are below.

## Further information

Further information can be found at;

- [Action Fraud](#) – National Fraud & Cyber Crime Reporting Centre (UK)  
+44(0)300 123 2040
- [Fraud, tricks and scams](#) – VISA Fraud (UK Government guidance)
- [UKCISA](#) – Money Fraud (UK Council for International Student Affairs)
- [DCPCU](#) – Dedicated Card & Payment Crime Unit

## Cardiff Met Contacts

- The Tuition Fees Team can assist on when and how to pay your fees. They can be contacted by email at
  - [tuitionfees@cardiffmet.ac.uk](mailto:tuitionfees@cardiffmet.ac.uk)
  - +44(0)29 2041 6083
- The Global Student Advisory Service can offer advice if you experience difficulty paying your fees or have VISA queries. They can be contacted at
  - [intstudentadvice@cardiffmet.ac.uk](mailto:intstudentadvice@cardiffmet.ac.uk)
  - +44 (0)29 2041 6494
- The Student Financial Advisory Service provides support if you are in financial difficulties. They can be contacted at
  - [financeadvice@cardiffmet.ac.uk](mailto:financeadvice@cardiffmet.ac.uk)
  - +44(0)29 2041 6170