



## COMMUNICATION

082 337-3116

News release

**30 November 2020**

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### **Post Office warns against parcel scam**

The SA Post Office continues to receive enquiries from members of the public who receive an email stating that a package could not be delivered to them because of outstanding customs duties.

The email address of the sender has now been altered to appear as if it was legitimately sent by the Post Office.

The mail contains a link that leads them to a payment page not operated by the SA Post Office, and refers to a fraudulent tracking number not issued by the Post Office.

The Post Office never charges customs fees or import duties before delivering a parcel. If there are fees payable, this is done at the time when the item is actually handed over to the customer.

Anyone who receives an email of this nature should delete it immediately and must not respond.

End

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### What the fraudulent email looks like

----- Original message -----

From: "[vpoenquiries@postoffice.com](mailto:vpoenquiries@postoffice.com)" <[vpoenquiries@postoffice.co.za](mailto:vpoenquiries@postoffice.co.za)>

Date: Sun, 29 Nov 2020, 5:42 pm

To:

Subject: Your package could not be delivered on 29.11.2020 because no customs duties were paid (89.9 Rand). Follow the instructions



Dear customer

Your package could not be delivered on 29.11.2020 because no customs duties were paid (89.9 Rand). Follow the instructions

- Dispatch Date: 01.12.2020 - 02.12.2020
- Reference : ZA065038305

- Beneficiaries : Post office
- Amount to be paid : 89.9 Rand

[To confirm the shipment of a package, click here.](#)

We thank you for recording it and wish you continued convenient sending with a waybill online.

Best regards .

South African Post Office Please do not reply to this email, as this address is not administered. If you wish to contact us regarding this email, or have any other queries, kindly complete the Contact Us form on <https://www.virtualpostoffice.co.za> or contact our Customer Contact Centre on 0860 086 860.

End

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Issued by the SA Post Office Communications Department  
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