Amazon email scammers try to con shoppers by pretending there's a problem shipping their order.

Got an email from Amazon claiming that there’s a problem processing your order? It could be a scam.

What it can look like – there will be variations

The message, purporting to be from Amazon, claims there has been a problem processing your order and it won’t be shipped.

It adds that you won’t be able to access your Amazon account or place any orders until your information is confirmed either.

Naturally, there’s a link at the bottom of the page telling you to ‘confirm’ your account.

It'll take you to a fake website which looks very similar to the real one - when you enter your personal details, they’ll go straight to the scammers harvesting them.

Once you click the ‘Save & Continue’ button, you’ll automatically be redirected to the Amazon site so that you’re none the wiser.

The fraudsters can use your newly-acquired details to make purchases in your name, and potentially use your information to open financial products in your name.

Take a look at Amazon’s site ***About Identifying Whether an E-mail is from Amazon*** for more info:

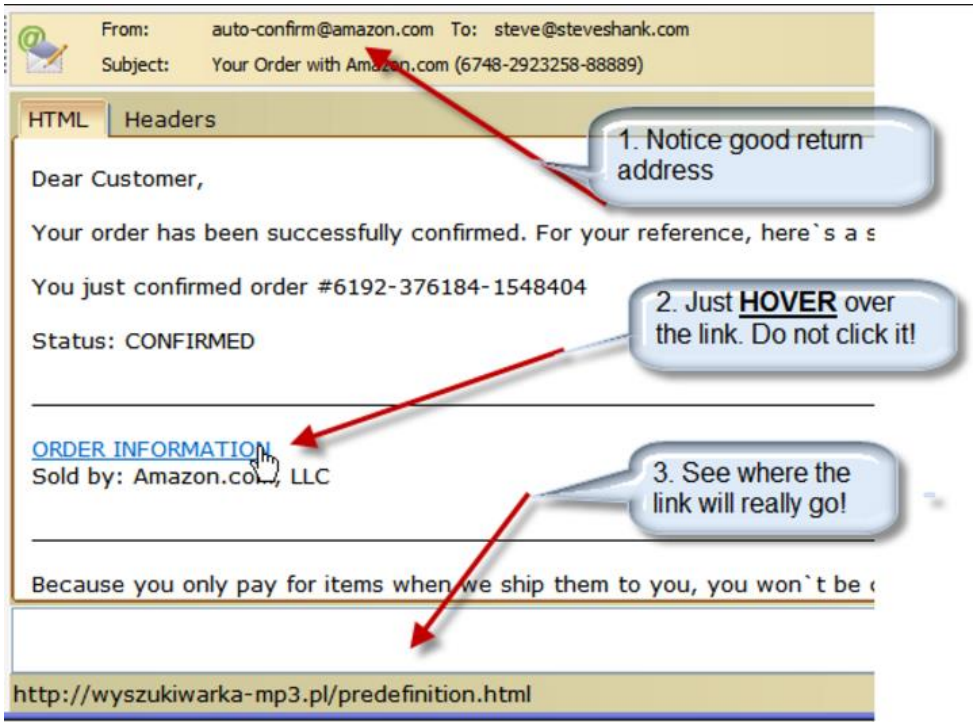
https://www.amazon.co.uk/gp/help/customer/display.html/ref=help_search_1-3?ie=UTF8&nodeId=201909120&qid=1479235646&sr=1-3

In the run-up to Black Friday and Christmas, it’s likely that many shoppers will have made an order with Amazon and might be inclined to click the link in the email - they only need a few people to fall for it to make it worthwhile.

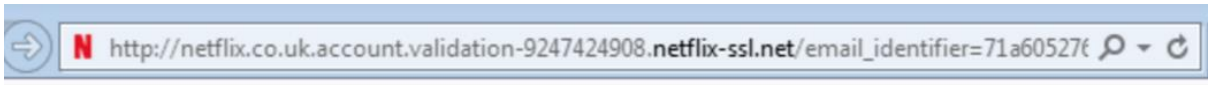
Keep yourself safe

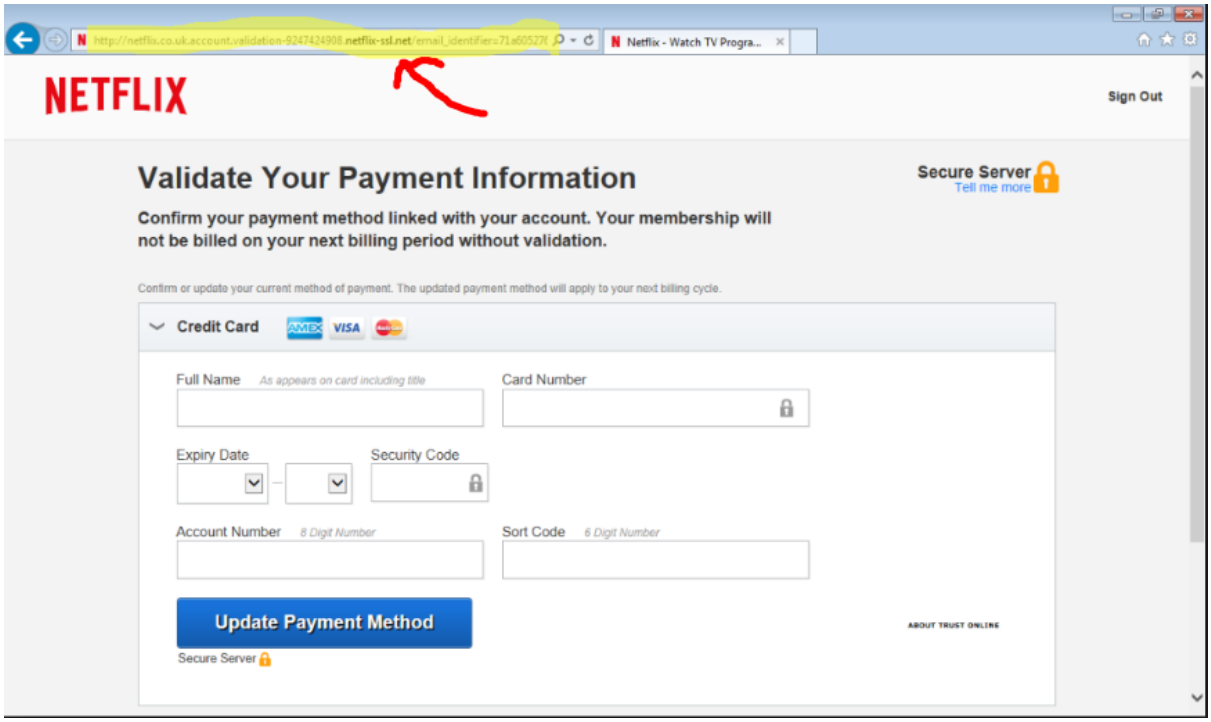
Be wary of any emails claiming you must open a link or an attached file to update details or fix an account problem.

One way to check for yourself is to hover your mouse cursor over the link *without* clicking it. See this example:



Make sure you only enter your account details through the genuine Amazon website or through its official app. Note here how legitimate this site looks, it even says Secure Server on the page and has the words SSL (Secure Sockets Layer) in the address





But the genuine Netflix site for updating your payment will say https: and have a lock icon showing you are on an encrypted site and a non-confusing address: