

14 September 2026

Dear Parent/Carer

TikTok Scam

We have been made aware of a potential scam on TikTok that may affect your child if they have an account.

The scam involves a potential cloned account of someone known to the victim sending a message via TikTok to ask for their mobile number and asking for the code that is sent to the victim's phone. Once the victim gives this code back to the perpetrator, they can purchase items from the PlayStation Store and charge it to the victim's mobile phone bill.

TikTok requires users in the UK to be at least 13 years old. However, we recognise that some younger children may still access the platform or encounter TikTok content through other people's devices. We are therefore sharing this information with all families as a precaution.

Suggested steps you can take in response:

- Ask your child to show you their direct messages on TikTok, so you can check for any fraudulent contact
- Change account passwords to reduce risk of unauthorised account usage
- Report and block any accounts that look suspicious via the in-App reporting process

<https://www.reportfraud.police.uk/> can provide additional information should you wish to report this and any other cybercrime and fraud.

Yours faithfully



Mr Paul Schuller
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