

## Consumer Alerts – April 2023

### **Beware cold callers in the Great Harwood area.**

Cold callers have been reported knocking on doors in the Great Harwood area offering to clean the moss off householder's roofs and clean ridge tiles. The traders, 3 males in their early 20's, were driving an unmarked white van.

Trading Standards advice is to never do business with cold callers, often incidents can escalate with traders finding further alleged roofing problems and increasing the price.

### **Beware telesales calls claiming your glazing guarantee has come to an end**

Reports have been received from residents in the Wyre area receiving telesales calls from a business offering window and glazing services. The caller offers to service or replace your windows, in some instances stating your guarantee has run out.

Whilst it may be some time since you had your windows replaced, they may still be in good repair and do not need replacing. Double check any claims about windows being out of guarantee, the telesales call is unlikely to be linked to the providers of the guarantee, in some cases you may never have had a guarantee in the first place.

Trading Standards advice is to be wary of dealing with telesales callers. If you need property maintenance work carrying out at your home use local known traders. Ask family and friends for recommendations.

**The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to [www.safetrader.org.uk](http://www.safetrader.org.uk)**

**Trading Standards advice is to always say no to cold callers.**

### **WhatsApp scam**

Beware receiving a WhatsApp message from someone whose name you are unfamiliar with pretending to be a member of a WhatsApp group you are in. The scammer operates by getting access to another person's WhatsApp account which you have listed as a contact, and they send you seemingly normal messages to try and start a conversation with you.

At the same time, you will receive a text with a 6-digit code which the scammer will claim they sent to you by accident and ask you to help them by sending it back to them. They have in fact been trying to log into your WhatsApp account and have asked for a passcode which of course has been sent to your mobile. This code can then be used by the scammer to log into your WhatsApp account and lock you out, giving access to all your WhatsApp contacts for the scammers to message and steal their accounts.

Sometimes the scammer can pose as your friend rather than another member of the group you may not know, so be suspicious if the message does not sound right.

### **Scam emails offering to reduce your mobile phone bill**

If you have a monthly mobile phone contract beware of receiving legitimate looking scam emails or texts claiming to be from your mobile phone service provider offering to reduce your phone bill charges as part of the monthly contract.

This scam has appeared at a time when some phone service providers are increasing their prices. The scam offer may be time limited, putting pressure on consumers to sign up quickly without carrying out any checks, with the scammers asking you for your bank account details or card payment details along with other personal details which could then be used for fraudulent purposes.

**Contact the Trading Standards Service via the Citizens Advice Consumer Helpline on 0808 223 1133**

**Report suspicious activity: Forward texts to 7726; Forward suspicious emails to [report@phishing.gov.uk](mailto:report@phishing.gov.uk); report scam websites to [www.ncsc.gov.uk](http://www.ncsc.gov.uk).**

**Individuals who think they have been a victim of fraud should contact their bank immediately and report it to Action Fraud online at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or by calling 0300 123 2040.**