

Consumer Alerts – August 2021

Cold Caller Scams

Reports have been received of cold callers targeting the **South Ribble** area. In one instance cold callers offering to jet wash drives tried to charge a householder £900 for a small amount of work, luckily no money exchanged hands. In another instance a resident agreed to some gardening work after receiving a knock on the door, the trader wanted over £2000 for a morning's work and took the elderly householder to the bank.

Similarly in the **Pendle** area an elderly householder contacted a trader after receiving a flyer and was asked for £3000 for a small amount of hedge cutting work.

Residents in **Lytham** are advised to be on their guard, and to look out for vulnerable neighbours, after two incidents of concern were recently reported to Trading Standards. In one incident a tall white male stole from an elderly resident after requesting a glass of water, and in the other several men selling overpriced cleaning products door to door were observed acting suspiciously.

Trading Standards advice is to always say no to cold callers. The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to www.safetrader.org.uk

Pensions Phone Call Scam

Lancashire residents are advised to be wary of unsolicited scam phone calls claiming to be from the Pension Department after a 90 year old resident was scammed. The caller demanded personal and bank details. The caller threatened to cut off all pension money

when these were not provided. Please remember that genuine companies, especially pension representatives, will not call you out of the blue or pressurise you into giving personal details. Always put the phone down, say no to any such callers.

Bitcoin Investment Scam

After a Lancashire woman lost £5,000 on a bitcoin investment scam, residents are warned not to buy investments online using unregulated brokers. Companies advertise brokerage services online, promising significant returns on your money- then may refuse to release the funds when you wish to withdraw. Despite accommodation, postage or sometimes totally invented UK addresses on their websites, these companies can be based abroad, many in the Far East. Always check financial traders are on the FCA database <https://register.fca.org.uk/s/> before dealing with them, and do not choose traders from pop-up adverts or cold callers.

Scam DPD Parcel Delivery Text

Beware receiving a DPD text stating 'Your package has been returned following a failed delivery attempt. To reschedule your delivery please visit ...' the website given is dpdredirect.delivery which does not take you to the genuine DPD website.

If you receive this message, please delete, do not respond. Don't be tempted to click the link to the website even if you are expecting a parcel. You will be able to track expected parcels independently via the parcel delivery services own websites.

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

