

## Consumer Alerts – June 2022

### **Cold callers offering UPVC cleaning.**

Beware doorstep callers offering to clean and restore the external plastics of your house. An elderly resident in the East of the County agreed to the services only for the job to suddenly escalate, with alleged roofing problems being found that were going to increase the price. Luckily a neighbour stepped in, and the householder did not lose money to the pushy cold callers.

**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](http://www.safetrader.org.uk)**

### **Banking scam**

Lancashire residents have been targeted by a banking scam. A text is initially received requesting that a number is contacted urgently. The scammer claims to be from the National Anti-Fraud Unit, gives a London address, and appears to have access to potential victims' phone numbers and some banking details.

On making contact, the scammer advises they believe your bank account has been compromised, and not to mention the conversation to anyone as they were trying to draw out a criminal. You will be instructed to withdraw cash and send it in a padded envelope via special delivery at a Post Office to a London address.

### **HMRC telephone scam**

Beware receiving a telephone call alleging to be from HMRC. Initially an automated voice states you have been involved in a fraud scheme and takes you through to a representative who asks for personal

details. The Lancashire resident targeted with this scam questioned the representative who became aggressive, threatening the police would turn up at their house and possible arrest if they did not provide the details.

### **Energy rebate scam**

Beware receiving an email claiming to be from Ofgem stating 'You are eligible to apply for energy rebate', giving a short deadline for when you are required to apply by.

Action Fraud received 752 reports in four days relating to fake emails purporting to be from Ofgem. The emails state the rebate is as a result of a newly announced government scheme. The links in the emails lead to genuine looking websites that are designed to steal your personal and financial information.

### **Scam 'job offer' text**

Never respond to an unsolicited text offering an online job that you can do from home. One such text received by a Lancashire resident claimed there were no fees, no experience needed and promised a weekly salary of £980 plus. In many cases such texts provide a link that takes the recipient to a Whats App page.

This phishing scam may try and lure you into paying money for training or for checks required before being given the job. Bank details to receive your alleged salary along with other personal details will be asked for.

**Details of phishing scams can be forwarded to the National Cyber Security Centre at [report@phishing.gov.uk](mailto:report@phishing.gov.uk)**

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

