

## Consumer Alerts – August 2020

### Doorstep Callers in Wyre

Residents in Wyre are advised to be wary of bogus callers, knocking on doors and claiming there are issues with roofs. To help the callers look legitimate, they carried a set of ladders with them. A couple of householders paid cash for remedial work to tackle alleged problems. No paperwork was given and it is difficult to identify any work actually carried out.

Please be aware that cold callers should not go on your roof without your permission - just because a workman has a broken tile in his hand, it does not mean it has come from your roof.

**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)**

### Scam Visa Telephone Call

Please be aware of a current scam targeting elderly people in Lancashire. It involves phone calls or messages from a withheld number claiming to be from Visa or your bank about an unusual £600 transaction on your card, followed by fake calls from the police or your bank's fraud department. If a message is left, you will be asked to press 1 if you did not authorise a recent payment to a particular shop (such as Harrods) or to a foreign country. This will then be followed by a second call from 'police', 'Fraud Team' or similar where they try to obtain personal and banking details.

Please ignore all such calls. If you receive an unsolicited call claiming to be from your bank and are unsure if it's legitimate, always call your bank via its official contact

channels instead of following any instructions. Also note that the scammer can leave your line open, so even if you think you have put the phone down there is a risk that when you dial again you may just end up speaking to the scammer- try using another phone or a mobile to make checks if possible.

### Scam Bank Charges Telephone Call

A Lancashire householder received a call claiming they were owed £3500 in bank charges. The caller explained he had got the information from a government website but was unclear who he was calling on behalf of. The caller knew the householders address details and said an officer would be visiting at lunchtime that day and would need to see the householders passport for photographic ID. The householder put the phone down and reported the incident to the Police.

**Scams can be reported to Action Fraud, contact 0300 123 2014 or go to [www.actionfraud.police.uk](http://www.actionfraud.police.uk).**

**To reduce telesales calls join the Telephone Preference Service on 03450 700707. Many telephone service providers can also offer help to reduce the number of scam calls you receive.**

### Reduce Your Council Tax Email Scam

Rosendale residents have reported receiving an email claiming to be able to provide you with a refund for the last 2 years for a council tax reduction that it states you are entitled to due to being on a low income or on benefits. The email is headed up GOV.UK and shows how much money you can apply for. You are asked to

click on a link which requires your bank details.

This is a scam. To find out if you are eligible for a council tax reduction go to [www.gov.uk/apply-council-tax-reduction](http://www.gov.uk/apply-council-tax-reduction)

### **Beware Fraudulent Gas Bill Emails**

Householders are being warned about a national scam. Fraudulent gas bill emails are being sent to members of the public informing them they owe money. The message threatens the recipient with a fine if they do not pay. It reads 'if we do not

receive a payment or hear from you in the next 2 days and we have to contact you again, you will be charged £140 to cover our reasonable cost'.

This is a scam, do not respond. Do not feel panicked or pressurised into responding

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