

# Scam Awareness

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# What do we do?

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- Prevent scams by raising awareness
- Safeguard vulnerable residents from scams
- Support scam victims
- Support Trading Standards Investigations Team
- Work in partnership with other organisations e.g. TVP



# Under-reporting

- Fear of reprisals,
- Fear of loss of independence,
- Lack of belief that anything can be done,
- Lack of awareness that crime has taken place,
- Befriended/groomed by perpetrators,
- Not knowing who to report to,
- Being ashamed,
- Feeling stupid



# Financial Loss

- Credit card, identity and cyber fraud  
£190bn per year
- Cost to businesses £140 bn per year
- Cost to public sector £31 - 48 bn per year
- Increased number of victims supported  
during pandemic by 26%
- Organised crime group including terrorism



# Latest scams

User ID ( [REDACTED]@hotmail.co.uk),

Thanks again for joining Amazon-Music. Your free 12-months trial has ended, and you'll be charged £28.99/month starting today.

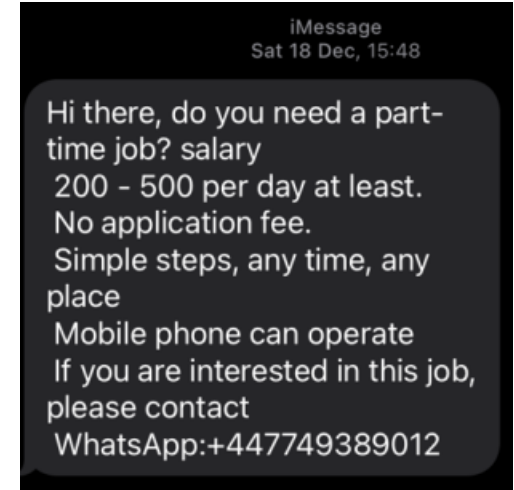
### Order details

Order number: 9424171  
Receipt date: 2020-07-04

Title	Price
Amazon-Music - Subscription	£25.29
Paid with: ****-****-****-****	Total £28.99 (Includes VAT £3.7)

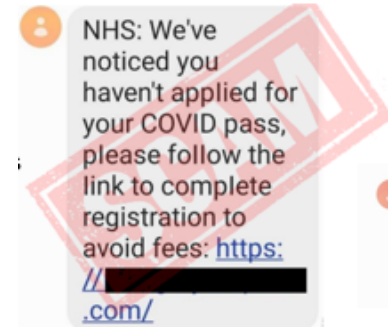
For details about your subscription, visit Manage Subscriptions on your account.

If you do not want to continue your subscription to Amazon-Music, please go to [Subscription Cancellation & Refund](#) in your account.



Text Message  
Today 17:16

A new device has been registered. If this was NOT done by you please visit: <https://canceldevice-verification.com> to cancel this.



# Safeguard against scams

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1

Never disclose  
security details

2

Don't assume  
everyone is genuine

3

Don't be rushed

4

Listen to your instincts

5

Stay in control



# TrueCall

- Protect from nuisance and scam calls
- Extra safety for vulnerable users
- Part of phone
- Separate unit

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trueCall  
STOPS NUISANCE CALLS

Are you worried about nuisance phone calls?

Many of these calls are scams that aim to con people out of money. Unfortunately they're on the increase but a trueCall device will block nuisance and unwanted calls



# Doorbell Camera

- Average loss before camera installed £18,300 (highest loss £234,650)
- Average age recipient 75 years old (youngest 27 yrs, oldest 101 yrs)
- Improvement in wellbeing by 18.3%
- 60% increase in confidence in answering the door
- Cost benefit ratio – every £1 spent, saves £39
- Funding potential





# Sticker packs

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**Scams**  
Trading Standards  
Sticker Pack

**Phone sticker**

Asking for money or bank details? **HANG UP!**  
STANDARD 0800 223 1133

**FOR HELP AND ADVICE**  
CALL TRADING STANDARDS ON 0800 223 1133

Writing a cheque for...  
• Prize draws?  
• Claim repairs or psychics?  
**THINK TWICE ASK ADVICE**

**Computer Sticker** - place these stickers on your computer, tablet or mobile phone to remind yourself to Take Five before parting with any personal or bank information.

Trading Standards  
**STOP COLD CALLING**  
Sticker Pack

The Consumer Protection from Unfair Trading Regulations 2008

**WARNING**  
We do not deal with uninvited traders  
**PLEASE LEAVE AND DO NOT RETURN**

Failure to do so is a criminal offence

Stick this outside your front door



**Any questions?**

