

# Scam Awareness

Pei-Ling Harper  
Bucks and Surrey Trading Standards



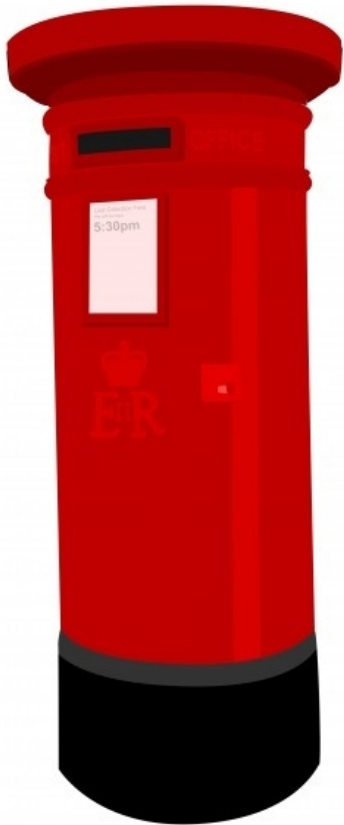
# What do we do?

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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



# Types of scams



#FriendsAgainstScams  
[www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)

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**From:** TalkTalk Customer Service <email@talkclick.com>  
**Sent:** 15 June 2022 00:04  
**To:** [REDACTED]@talktalk.net  
**Subject:** Your Latest TalkTalk Bill is Here

**TalkTalk**  
For Everyone

Your monthly TalkTalk bill is now ready.

You can view your bill and recent charges by logging in to My Account.

View and pay your bills online

## Your monthly bill is here in PDF format.

Hello [REDACTED]@talktalk.net,

You can view your statement and refund as a PDF but it can take up to 48 hours before it's available. If it's not there yet, don't worry; just try again in a couple of days

[Log in to My Account](#)

Why the new look? You told us our bills were too long and too complicated. So we asked customers to describe their ideal bill - and set about designing it.

**Please read:** Failure to login, view and accept the changes, will result in temporary suspension of your service.

We're always working to improve our services to you.

Your TalkTalk team

----- Original message -----

From: "FWD: PENDING PAYMENT APPROVAL" <[admin@iafpc.co.in](mailto:admin@iafpc.co.in)>

Date: 07/07/2022 09:57 (GMT+00:00)

To: [REDACTED]

Subject: Re - Today: 7 Jul, 2022 - [Reference 1254458036 - F67443B2]

Important notification from HMRC for [REDACTED]

HMRC (HM Revenue & Customs) wants to notify that you are eligible to claim a tax refund of amount £5719.27

According to calculation of your last year's fiscal activities, we have concluded that you are eligible to claim a tax refund of amount £5719.27.  
You can submit an application to claim your refund by clicking on "Claim Now" below.

[Claim your money today.](#)

You are just a few steps away from claiming your tax refund and get it deposited in your account. You can also get this settled in your next tax return just by ignoring this email .

Crown Copyright

04:22

Texting with 07542 336711 (SMS/MMS)

GOVUK:You are eligible  
for a discounted energy  
bill under the Energy Bills  
Support Scheme.You  
can apply here: [https://  
energybillgov-rebate.com  
/](https://energybillgov-rebate.com/)

04:22



# Current Scams



Dylan attempted to deliver your parcel today but no one was home. You can reschedule a new date, via: <https://postoffice-depot.help>

18:29



# 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



# Call blocking

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



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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

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# 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



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# Sticker packs

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# Illegal Money Lending

- What is a loan shark?
- Where to get help
  - 0300 555 2222
  - [www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)
  - Facebook – stoploansharksproject
  - Reportaloanshark@stoploansharks.gov.uk

**STOPLOANSHARKS**  
Intervention . Support . Education



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*www.friendsagainstscams.org.uk*

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**Any questions?  
Any help required?  
Can you help us?**

