

# Scam Awareness

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Bucks and Surrey Trading Standards



# What do we do?

**Buckinghamshire & Surrey**  
trading standards

- 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)*

**NATIONAL  
TRADING  
STANDARDS**  
Scams Team

**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/>

04:22

# Current Scams

Chartered Trading Standards Institute  
1 Sylvan Court, Sylvan Way  
Southfield's Business Park  
Basildon, Essex, SS16 6TJ  
Telephone: 0800 861 1662

**cts** Chartered Trading Standards Institute

**FAKE**

Date: Tuesday 10 September 2020  
Reference: 122 2A/8

Dear Mr R. Clayton

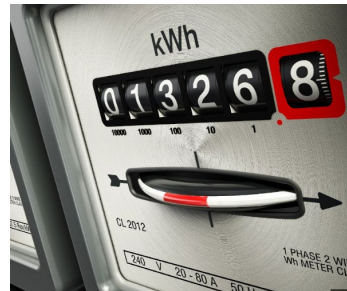
We write to you today regarding an investment placed into a company currently under investigation. As you are already aware, we have formerly identified and verified you as the sole beneficiary of the diamonds you have purchased.

We have attempted to contact you recently to request a return of your proof of creditors debt form, however we have not been able to get in touch with you. Unallocated claims held solely in the proprietor's name will be forfeited if a representation claim is not made within the next 10 working days. As we move to the final stages of our winding up process we advise all clients to lodge a claim via our advisory service prior to the completion of the liquidation process.

If you have been receiving numerous phone calls from third party agents offering their services to help assist in trading your asset out of the market or managing the asset on your behalf. We would ask you to be very careful and take additional care when choosing a company to work with to ensure you are dealing with a credible and reliable company based in the UK.

As our attempts to reach you have been to no avail, may we ask that you contact us immediately on 0800 861 1662 and lodge a claim to enable us to assist you in the recuperation of your funds.

Yours Sincerely,



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

GOV.UK

HM Revenue & Customs

**ofgem**

**You Are Eligible**

Dear [Name], you are eligible to receive a bill rebate

Starting today the Government has announced an energy bill rebate scheme. This includes:

- A £200 discount on their energy bill this Autumn for domestic electricity customers.
- A £500 non-repayable Council Tax Rebate payment for all households that are liable for Council Tax.

How do I apply for energy bill rebate?  
You can get your rebate via Ofgem portal by clicking the button below:

[Claim your rebate now](#)

[Claim Bill Rebate Now](#)



# Safeguard against scams

**Buckinghamshire & Surrey**  
trading standards



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



Buckinghamshire & Surrey trading standards

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



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

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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

**Buckinghamshire & Surrey**  
trading standards

**Scams**  
Trading Standards  
Sticker Pack

**Phone sticker**

Asking for money or bank details? **HANG UP!**  
Trading Standards  
0808 223 1133

**Cheque book sticker**

FOR HELP AND ADVICE on prizes, draws or prizes, call Order Gateway 0808 223 1133  
**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



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

