

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



Why?

- 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
- **You are approximately 3x more likely to be scammed than to be burgled**



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
STOP 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!**
Trading Standards
0800 223 1133

Cheque book sticker

Writing a cheque for...
• Prize Draws?
• Charity or Pledge drives?
• Claim Orders?
THINK TWICE ASK ADVICE
Trading Standards
0800 223 1133

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



**For more information and sticker packs,
please contact:**

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