

Scam Awareness

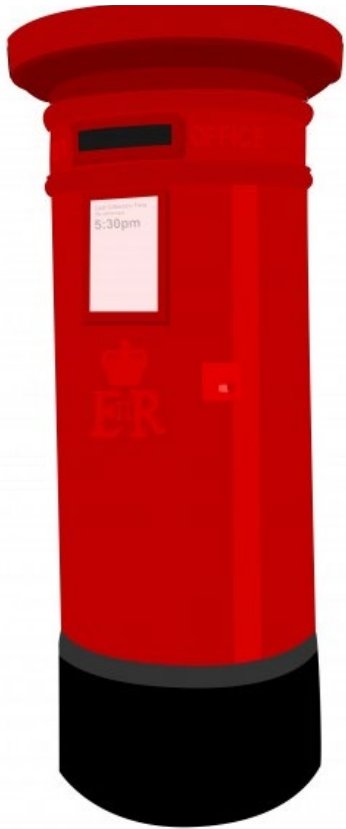
Pei-Ling Harper
Bucks and Surrey Trading Standards



What do we do?

- 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



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>
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

Online Scams



[Health A-Z](#) [Live Well](#) [Care and support](#) [Pregnancy](#) [NHS services](#)

[Coronavirus vaccination](#)

Confirm your coronavirus vaccination

Hard Copy and Digital Covid-19 Passport

While restrictions on travel could prevent coronavirus transmission in the short term, hard copy and digital passports showing COVID-negative and vaccination status may help reopen airports and other badly hit areas of the economy.

Use this service to confirm you are coronavirus (COVID-19) vaccinated and receive your new passport.

You will need to:

- Confirm your personal details
- Wait 5 to 10 working days until you receive your Passport at your home address
- Use your new passport for travel without restrictions

This is a very important step to live safely and freely alongside the virus

Who can use this service


You can only use this service if you have received an email/SMS regarding this invitation. You can not use this service for anyone other than yourself.

You are also free to reject this invitation, your appointment will be issued to the next person in line in that case.

Please understand that the number of passports that we need to issue is very high, if you ignore or reject this invitation you might have to wait up to 12 months until you receive another one

Please confirm or reject your invitation by selecting an option below.

[Reject invitation](#) [Accept invitation](#)

 Confirm your invitation

Invitation status: **Accepted**

Coronavirus vaccination program

Complete your application

Please complete the following form using your information to submit a reply. It will help us to verify your identity and confirm your selection.

Personal information

First name

Surname

Date of birth
For example, 15 3 1984

Day Month Year

Mother's maiden name

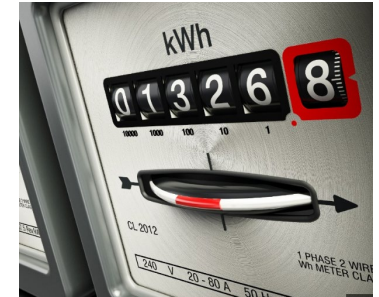
Address

Mobile number

[Continue](#)

[Accessibility statement](#) [Cookies](#) [Privacy policy](#) [Terms and conditions](#) © Crown copyright

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

D Don't rush into an online relationship
A Analyse their profile
T Talk to your friends and family
E Evade scams and never send money
S Stay on the dating site messenger service

Met Police ActionFraud

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

The advertisement features a photograph of an elderly man with glasses talking on a white corded telephone. In the bottom right corner, a magnifying glass graphic highlights a small white electronic device labeled 'trueCall B Secure'. The background is a soft-focus indoor setting. Logos for 'Buckinghamshire & Surrey trading standards' and 'SURREY' are visible in the top right corner.

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**



Sticker packs

Buckinghamshire & Surrey
trading standards

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 'good' causes?
• Claim Order Goods?
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



Illegal Money Lending

- What is a loan shark?
- Where to get help
 - 0300 555 2222
 - www.stoploansharks.co.uk
 - Facebook – stoploansharksproject
 - Reportaloanshark@stoploansharks.gov.uk

STOPLOANSHARKS
Intervention . Support . Education



#FriendsAgainstScams
www.friendsagainstscams.org.uk

**NATIONAL
TRADING
STANDARDS**
Scams Team

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

peiling.harper@surreycc.gov.uk

07976073587