

# Welcome to the National Trading Standards (NTS) Scam Marshal Newsletter: August 2021

Total Scam Marshals across the UK: 2,026



**NATIONAL  
TRADING  
STANDARDS**  
Scams Team

## Energy Scam Calls

**There has been a rise in the number of scam calls which are energy-related recently. These may come in the form of calls which promise you a reduced bill if you sign up to their service or the call may be from criminals pretending to be your energy provider and demanding money.**

The criminals try to take advantage of people by calling and demanding payment immediately. The scams can use intimidating and aggressive tactics, such as pretending to be a representative of your energy provider and insisting you are behind on your energy bills. If you are concerned it may be a scam, hang up the phone and call back on a number which you know to be genuine. Here are some warning signs that you can look out for:

- **Threats to cut your power immediately if you do not pay**
- **Unclear details about your current agreement with your energy provider**
- **Requests for money transfers or prepaid debit cards**

## Survey

The team would appreciate if you could complete this short survey about the Scam Marshal scheme, on the reverse side there is also a request for any Scam Marshals who may be willing to share their stories with the media. Once completed, cut off this slip and pop it into any mailbag or envelope and send into the team:

**FREEPOST  
NTSST  
MAIL MARSHALS**

How many people have you spoken to about scams since becoming a Scam Marshal? (approximately)

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Have you received less scam mail since becoming a Scam Marshal? **Yes/No**

Do you feel safer in your own home since becoming a Scam Marshal? **Yes/No**

Do you feel you've been protected from becoming the victim of a scam since joining the Scam Marshal scheme? **Yes/No**

## New fake NHS COVID Pass emails and texts

The NHS COVID Pass was recently launched by the NHS, so people can prove their COVID vaccine or test status. This pass may be asked for when travelling abroad or if you are attending events and venues in England that ask for proof of your COVID-19 status. The pass can come in a digital form via the NHS app for vaccine or test statuses or a paper copy to prove your vaccination status.

The NHS COVID Pass is completely free and can only be obtained via the NHS app or using the online NHS COVID Pass service via the website NHS.UK. For the paper copy version, you can request it via the NHS website or by calling 119.

Criminals have been using this as a tactic trying to get people to part with their money or their details. These have come in the form of emails and texts which invite you to apply for the pass by clicking on a link. The link takes you to a convincing fake NHS website which will capture your personal details. These are the same tactics that we've seen previously relating to vaccines.

**With so many different scams relating to Covid-19, it is important to remember the following about the NHS:**

- They will never ask for payment – **the vaccine is free**
- They will never ask for your **bank details**
- They will **never arrive at your home** to administer the vaccine unannounced
- They will never ask you to **prove your identity** by sending copies of personal documents such as NHS letters, passports or other identification documents.

If you have received any emails or texts, it's important to report it to **Action Fraud on 0300 123 2040**, Monday-Friday 8am-8pm. Or online at: [reporting.actionfraud.police.uk](https://reporting.actionfraud.police.uk).

You should also forward any scam emails to the National Cyber Security Centre at [report@phishing.gov.uk](mailto:report@phishing.gov.uk) and forward any scam texts to your network operator at 7726.

## Media Appearance Requests

The team have received requests for media appearances from Scam Marshals this year. If you would like to be considered for these appearances in the future, please fill out this form:

Name:

I consent to being contacted regarding media appearances: **Yes/No**

Please write a brief description of your experiences with scams in the box below: