

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

Total Scam Marshals across the UK: 2,032



**NATIONAL
TRADING
STANDARDS**

Scams Team

Survey Responses

We'd like to thank you all for completing and returning the survey and media request section in the previous newsletter. Your feedback is much appreciated by all of us here in the team.



Do you have scam mail?

Please write the **date you received the mail** on its envelope, then pop it into any mailbag or envelope and send into the team using this address:

**FREEPOST
NTSST
MAIL MARSHALS**

Scams Awareness Sessions

Are you part of a local group? This could be a rotary club, exercise class, volunteers for charity or any other group.

The Friends Against Scams awareness session on the website can be taken by individuals in their own home, or sessions can be arranged for groups.

These sessions can be organised as in-person or virtual, depending on how your group would prefer. All attendees to the session will become a Friend Against Scams and receive a certificate.

If your group would like a scams awareness session run by a speaker, please do get in touch by send an email through to friendsagainstscams@surreycc.gov.uk.



To learn more about scams, visit www.friendsagainstscams.org.uk

Doorstep crime

With COVID-19 restrictions being lifted throughout the UK, not only are we able to move more freely around our local communities, so can the criminals. The summer months are the peak months for doorstep crime so please cautious be when dealing with uninvited callers.

From bogus callers to rogue traders, doorstep criminals are cunning, creative, and convincing. Anyone can be fooled as these people are professional con artists.

Bogus callers try to get into your home or get personal details by pretending to be someone they're not. This can include council staff, charity collectors, meter readers and police officers. They are criminals trying to steal money and valuables.

Rogue traders usually cold call. They claim to be workers offering services, make repairs or carry out work on your property. They charge inflated prices for shoddy or work that isn't needed. They tell you the work needs to be done immediately. They will ask to be paid there and then. They may offer to go to the bank with you if you don't have the cash at hand.

Here are some tips on how to protect yourself:

- Keep front and back doors locked
- Fit a door chain or bar – use it and keep it on when talking to callers at the door
- If you're not sure, don't answer the door
- Don't feel embarrassed - genuine callers expect you to be careful
- Only let callers in if they have an appointment - confirm they are genuine
- Always ask for identification badges, but don't rely on them
- Identity cards can be faked – phone the company to verify their identity
- Never agree to pay for goods or give money to strangers who arrive at your door
- It's your home; there's no reason why anyone should ever enter against your wishes
- Purchase a video doorbell or CCTV equipment, these can act as a deterrent for criminals
- CCTV stickers and 'No Cold Calling' Stickers also deter criminals

Report it!

If you are concerned that criminals are in your neighbourhood, call the police immediately on 999 if they are still in the area. If they are no longer in the area report it to the Police on 101

Clairvoyants/Prophets/Evangelists

The team have raised awareness of fraudulent clairvoyants in the past, talking about how these scams are coming in originating from eastern Europe despite having second class postage stamps implying that they are from this country.

Consumers are also being targeted through other means. People claiming to be Evangelists and Prophets are taking advantage of people's beliefs and conning them into parting with their money by offering products or services that will aid their pathway into heaven, provide huge wealth or health benefits such as pain relief. These mailings are coming from the USA.

Information is coming into consumers' homes through the television with adverts on some religious tv channels. Consumers are being asked to phone numbers on these adverts to order a product or donate money. Once this has happened, these consumers are continually targeted through the mail every month and being asked to send more money.

If you receive such mailings, please send them through to the freepost address. If you think you have been scammed, please report it to Action Fraud on 0300 123 2040 (or Police Scotland on 101 if you live in Scotland)