

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

Total Scam Marshals across the UK: 2,032



**NATIONAL
TRADING
STANDARDS**

Scams Team

Apology

Due to a technical error, some Scam Marshals didn't receive their Scam Marshal newsletter last month or received it with the last two lines of the address incorrect. Please accept our apologies and we will make every effort to ensure that this doesn't happen again.

Check the Statements!

Following on from the work that the Scams Teams Investigators have done with victims of fraudulent service plan/warranty extension and cover plans, it has become apparent that a lot of these victims weren't aware of how many policies they had and therefore how much money was disappearing out of their accounts every month.

You can question any transaction with your bank and cancel Direct Debits that you no longer need.

If you notice something that you think could be linked with service plans or warranty extensions that you are unaware of, please get in touch with the Scam Team at Adam.Carter@surreycc.gov.uk or phone 01323 464444.

Sibstar joins Friends Against Scams

Sibstar is a new highly secure banking product that is designed for people living with dementia. Supported by the Alzheimer's Society, it allows people to carry on living their independent lives without the risk of losing their life savings to criminals.

Sibstar have joined the growing list of Friends Against Scams organisations that have pledged to spread the team's anti-scam message.

For more information on the work that Sibstar are doing, please visit their website at www.sibstar.co.uk

Sibstar



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

Do you have scam mail?

Scam mail helps our investigators to build a picture of the current scams out there. If you have any you believe is a scam, the team would appreciate receiving it. 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**

Be Aware of Covid Pass

Criminals are using the NHS COVID Pass to target the public by convincing them to hand over money, financial details, and personal information. They are sending imitation text messages, emails and making phone calls pretending to be from the NHS, and offering fake vaccine certificates for sale online and through social media

- ✔ The NHS App is FREE
- ✔ The NHS COVID Pass is FREE
- ✘ The NHS will **NEVER** ask for payment or any financial details

Have you been impacted by fraud or a scam?

If you've been the victim of any type of fraud or scam, or have had a near miss, Lloyds Bank, Halifax, and Bank of Scotland would like to hear about your experience.

If you would be happy to discuss what happened to you, to help prevent others going through the same, or to improve things for people who do fall victim, we would appreciate your involvement in:

- A 15-minute, anonymous survey (in late October)
- A two-hour online conversation about your experiences (in November)

At Friends Against Scams, we value the work of these high street banks in understanding the experiences of people who've fallen victim and are supporting this initiative by inviting Scam Marshals to take part.

Participants will also receive £50 (as a voucher or by bank transfer) as a thank you for their time taking part in the survey and conversation.

Please contact Fiona or Adam in the Friends Against Scams team either by email (friendsagainstscams@surreycc.gov.uk) or phone (**01323 463600/464444**) who will introduce you to the project manager at Three Hands, who is running the programme for Lloyds Banking Group.

You do not need to be a customer of Lloyds Bank, Halifax, or Bank of Scotland to take part.

Three Hands will keep your details completely confidential, and they will not pass your name and email address on to any third party. They will only use the information you give them for this particular study.

Results will be reported back on an anonymous basis and you can rest assured, the banks will not try to sell you anything as a result of you taking part.

THREEHANDS