

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

Total Scam Marshals across the UK: 2,100



**NATIONAL  
TRADING  
STANDARDS**

Scams Team

## Charity mailings

If you are receiving unwanted contact from charities, you can simply get yourself removed from their mailing list by going to the Fundraising Regulator at [www.public.fundraisingpreference.org.uk](http://www.public.fundraisingpreference.org.uk) or by calling them on 0300 3033 517. This is a great way to reduce the amount of mail or phone calls you receive

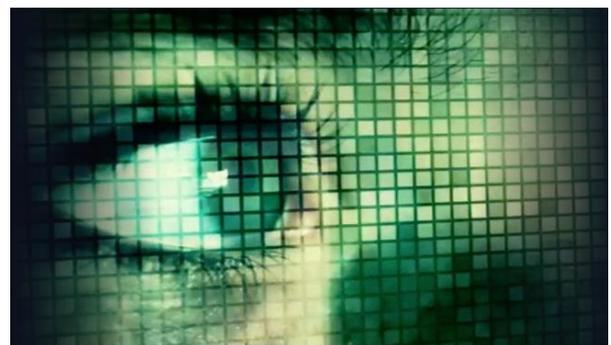
## Scam Marshals on the BBC

### Defenders UK aired on 6<sup>th</sup> October 10am

The Scam Marshal initiative had some great publicity on a consumer program on the BBC last month.

It highlighted the great work that Scam Marshals are continuing to do throughout the UK. The segment, which can be found on our YouTube channel (just search for Friends Against Scams on YouTube), concentrated on the Scam Marshal Thomas who has turned his experience with scams into a positive. He sends his mail into the team for investigation.

There is also an interview with the head of the National Trading Standards Scams Team Louise Baxter MBE talking about how consumers in the UK are targeted and what we can all do to help raise awareness and prevent people from future victimisation.



## Friends Against Scams turns five!



Friends Against Scams celebrated its **fifth birthday** last month and saw the number of people completing the online or face to face awareness session surpass 830,000 people!

The session can be found at our website and is a great way to help educate people on how to spot a scam, highlight the scale of the problem and how to report these crimes.

Please promote the initiative within your social circles where possible, We would love to get to that 1 million mark!

To learn more about scams, visit [www.friendsagainstscams.org.uk](http://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**

## Scam Text Messages

**Recent research by the UK's telecoms regulator has revealed that almost 45 million people received at least one scam text or call in the last three months.**

Landline calls continued to be a threat for older people, with 61% of over-75s saying they had received a potential scam call.

*“Stay alert to any unsolicited contact. Put the phone down if you have any suspicion that it is a scam call, and don't click on any links in text messages you're unsure about.” – Ofcom spokesperson*

## Online shopping fraud



**STYLISH CITY BREAK**

GET SCAMMED FROM **£200**



**SPORTY HATCHBACK**

GET SCAMMED FROM **£500**

- If you're purchasing goods and services from a company or person you don't know and trust, carry out some research first. Look up reviews of the company and ask trusted friends and family members if they have heard of it before
- Be wary of unsolicited emails and texts offering questionably good deals, and never respond to messages that ask for your personal and financial details.
- Avoid paying for goods and services by bank transfer as that offers you little protection if you become a victim of fraud. Instead, use a credit card or payment service such as PayPal if possible.