

Welcome to the
National Trading Standards
Scam Marshal newsletter
November 2018



**NATIONAL
TRADING
STANDARDS**
Scams Team

LATEST NEWS

You are part of a growing community - we now have over 300 Scam Marshals! The work that you are doing is invaluable to helping us put an end to certain types of scam mail.

In July we worked with American enforcement agencies and were able to put an end to a mail stream that originated in Chicago, USA. This work prevented 50,000 scam letters entering the UK, with an estimated saving of £225,000. This was all down to the work that you- our Scam Marshals do and the information you have given us each month.



Thank you for helping us take a stand against scams!

RIP OFF BRITAIN



The good work that you and all our Scam Marshals do appeared on the BBC last month, featuring on 'Rip off Britain', a television programme hosted by Gloria Hunniford, Angela Rippon and Julia Somerville.

The feature explored the work that the National Trading Standards Scams Team does and the works do with Scam Marshals.

You can view this clip on YouTube at by typing into your internet browser: www.youtube.com/watch?v=vgBwm2dMp50

DOORSTEP CALLERS

People may come to your door and attempt to either sell you goods or provide you with a service such as general maintenance on you property. They may be persuasive salespeople offering large discounts and time limited offers. They may refuse to take 'No' for an answer.

Always remember– **if you're not sure, don't open the door!**

- Use a door chain to check who's calling,
- Don't trade on the door step,
- Ask a trusted friend or family member for advice on reputable traders,
- Display a "No Cold Calling" sticker outside your door,
- Always report suspicious activity. If you feel cold callers are a problem in your area, call Citizens Advice on 0345 404 0506 and ask about setting up a Cold Calling Control Zone



UNWANTED TEXT MESSAGES?

The Information Commissioners Office wants to know if you are receiving any unwanted SPAM text messages, and if so, are asking for these messages to be forwarded on to them.

By forwarding unwanted text messages to **7726** * (the numbers spell out the word SPAM on a traditional phone keypad) can help your network operator track down marketing cheats.

Although you may not get a response but it will help to build up a body of evidence and help to highlight the extent of the problem

Those with Vodafone network should send junk/scam texts to **87726.*



PEN PAL

This month we are launching our Pen Pal scheme!

In this pack you will get a separate sign up form with more information about the scheme. If you would like to write to another Scam Marshal about anything you want then please complete the form and return to us in this months freepost mail bag.

TOO MUCH CHARITY MAIL?

In July 2017 a service was launch by the Fundraising Regulator which allows people to end direct marketing contact from charities.

The service does not stop **all** contact from charities, but subscribers can:

- Identify specific charities which they want to stop all communication with
- Select the form of contact the want to stop e.g. Letters, emails, telephone
- Process up to 3 requests at a time

How to register: Call **0300 303517** or register online at:

www.fundraisingpreference.org.uk



Is there anything else you would like to see in this Newsletter? Please feel free to give us some feedback, just pop it into your freepost envelope when you send in your scam mail.

For more information on the team and our initiatives please visit our website:

www.FriendsAgainstScams.org.uk

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