

Scam Marshal Newsletter

June 2023

Total Scam Marshals across the UK: 2,455

ADDRESS BOX



NATIONAL
TRADING
STANDARDS

Scams Team

THE RISE OF THE ECO SCAMS

Since the start of the year the National Trading Standards (NTS) Scams Team are seeing a growing trend of so called 'green deal' scams. With the huge rise in gas and electricity prices the criminals are preying on our worries and concerns and are claiming to be able to provide a solution to these concerns.

It starts with a phone call out of the blue from 'your local energy adviser' or something similar stating that you are entitled to a **government grant** for energy saving products like loft insulation or solar panels and that you could save thousands of pounds by having them installed. Once they have you hooked, they then ask for a small administration fee to process the application. All they are after is your personal and financial information so they can take money from your bank. Once they have this, you won't hear from them again and the **money is gone**.

If you have received one of these calls, you should report it to Action Fraud and if you have had money stolen you should **contact your bank immediately**.

CALL BLOCKERS FOR SCAM MARSHALS



To help eliminate these calls, the NTS Scams Team can provide **free call blockers** to all Scam Marshals. The unit supplied is a trueCall Secure+ unit and can eliminate up to 99% of scam and nuisance calls while still allowing trusted callers to get through.

The unit screens all incoming calls and provides an automated message to those not on an approved list (which can be set up by yourself). The unit comes with a quick start guide that shows you how to set up the unit in your home and trueCall are on hand over the phone to help you through the process if needed.

If you would like more information on the units and to apply for one, please phone us on 01323 463600 or write to us at the below address.

Return address: FREEPOST, NTSST, MAIL MARSHALS

Scam Marshals! When sending in your scam mail, please remember to keep the letter/s in their original envelope and write the date it was received as it can help with our investigations! Thank You!

URGENT SCAM TEXT WARNING THAT COULD DRAIN YOUR BANK ACCOUNT

Police Scotland have this week issued a fresh warning about a scam that sends a text message with a new number asking you to contact it as soon as possible.

The text claims to be from a family member or friend and asks the recipient to text a number because their phone is 'broken', telling them it's urgent and to text them as soon as they see the message.

Example: "Hello mum, I had an incident today my phone is fully broken. I'm using a friend's phone to text you now. Pls text my new number [number here] asap, it's important x'.

It will progress to asking for money. You should try to confirm via other means (by calling the proper phone number for your family/friend) if it is genuine, and never make payments to unknown accounts or sources.

If you think someone is calling to trick you into giving them money or your personal details, hang up and report it to Action Fraud or Police Scotland (if you live in Scotland)

DIET PILL SCAM: BEWARE OF EMAILS AND SOCIAL MEDIA POSTS

Criminals are sending emails and creating social media posts promising life-changing results to people who purchase 'clinically proven' diet pills and using fake Dragons' Den endorsements to trick unsuspecting people into parting with their bank details.

This scam starts with an email from a seemingly random address, with the subject line 'Summer is almost here, jump start your weight loss now'. The email includes 'before' and 'after' images of women, alongside fake images, and unrealistic claims of losing '15-20 pounds in a month'.

The message states you must 'hurry before we sell out' - a common tactic used by criminals to rush victims into making purchases without doing their due diligence.

You should always be careful when you receive contact out of the blue or when using social media. If you receive a suspicious email, forward it to **report@phishing.gov.uk**

If you have entered your bank details, inform your bank immediately using the phone number on its website or the back of your card. You should also report the scam to Action Fraud.

Action Fraud – 0300 123 2040 – www.Actionfraud.police.uk

Police Scotland – 101 (from within Scotland) - www.scotland.police.uk

Citizens Advice – 0808 223 1133 – www.citizensdvice.org.uk

Citizens Advice Scotland - 0800 028 1456 - www.cas.org.uk

www.FriendsAgainstScams.org.uk