

Welcome to the National Trading Standards (NTS) Scam Marshal Newsletter: September 2022

Total Scam Marshals across the UK: 2,282

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**NATIONAL
TRADING
STANDARDS**

Scams Team

Doorstep Salesman Targets Elderly Widow

Bosses were "disgusted" after a doorbell camera caught a callous door-to-door salesman targeting a 71-year-old woman. The double-glazing firm employee was seen discussing targeting the widow on his mobile phone in a property driveway.

After the video was posted on Facebook the widow's son saw it and contacted the firm where the man worked in a self-employed capacity.

He has since been sacked for his behaviour by the double-glazing firm.

Our advice when having anyone visit the house is to always check their ID badge (which is a legal requirement) and always speak to other people - family or friends - about potential sales meetings. We would also suggest always have someone with you if you think you may be taken advantage of in these situations.

If you think you have been targeted, you should report it to your bank and Action Fraud on 0300 123 2040.

Prevention:

Criminals may be deterred from approaching your property if you make it clear that they are not



welcome. Consider looking into doorbell cameras for extra surveillance if you are concerned. If you are being offered something that seems too good to be true, it often is.

Don't be rushed into making a decision.

Postal Scams

There are many different types of scam mail, such as fake lotteries and prize draws, get-rich-quick schemes, bogus health cures, investment scams and pyramid selling.

Top Tips:

- You can't win a lottery that you haven't entered, and no legitimate lottery will ask for payment to claim a prize.
- Watch out for letters with too good to be true offers. It's probably a scam.
- Watch out for lotteries, prize draws, clairvoyants, catalogues, secret deals, "get rich quick" schemes and inheritance notifications.
- If you get lots of junk or suspect mail, get a trusted friend or family member to help you sort through it.
- A common tactic used by criminals is to ask you to reply to a PO Box or use a pre-paid envelope.

If you receive any scam mail, please send it to us using the Freepost mail bag within this mailing.

For advice, search 'Citizens Advice' online.

Scams Action
Helpline:

0808 250 5050

**citizens
advice**

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

We have sent out a replacement Freepost mail bag to all Scam Marshals this month. Please send any potential scam mail to us using the Freepost mail bag.

Delivery Companies Scam

There is an ongoing scam text claiming to be from delivery companies such as Yodel, Royal Mail and DHL etc, telling you about the delivery of your parcel. Beware! It is a scam.

Lots of people have received this scam text message recently. Unsurprisingly, the text has nothing to do with the delivery company. It contains a link to a fraudulent website.

The delivery company parcel scam text is a fraudulent text sent by criminals to get your personal and financial information with the ulterior motive to defraud you. This text claims to be from a delivery company saying that your parcel is waiting for delivery. Do not be tricked. It is a scam! It has nothing to do with the delivery company.

For suspicious emails, forward the email to report@phishing.gov.uk, do not click on any links or attachments, and then delete if from your inbox. Suspicious texts should be forwarded to **7726**.



Above: Example of text message

WhatsApp Message Scam

A notorious and very believable WhatsApp scam 'is back with a vengeance'.

Experts have warned of a resurgence of a dangerous WhatsApp scam that aims to trick people into sending money.

Known as the 'Hi mum' or 'Hi dad' scam, the WhatsApp messages target parents and attempt to convince them to send money to a person posing as their child.

Typically blaming a lost phone or a financial emergency, the messages can seem very believable.

While the scam initially appeared late last year, it appears to be picking up pace again. It is also now appearing in other messaging forms, such as text messages to mobile phones.

Newer cases of the scam may also request that the money is sent to a friend or family member rather than directly to the criminal. Of course, this is simply another trick designed to confuse people.

Criminals may try to do this to give the appearance that the initial bank transfer is a relatively low risk 'friends and family' payment. With the money going through multiple accounts, it could also make it harder for banks to trace the cash.

In July, Action Fraud said that scams involving criminals on WhatsApp pretending to be friends or family members were reported to them 1,235 times between February 3 and June 21, costing users a total of £1.5 million.

If you do receive a suspicious message (even if you think you know who it's from), the most effective way to determine if this is genuine is to call the original number you have saved for that person or relative. Do not respond to the message/s!

To report spam messages or block mobile numbers used in scams within WhatsApp. Press and hold on the message bubble, select 'Report' and then follow the instructions.

A screenshot of a WhatsApp chat conversation. The messages are as follows: "Hi mum! 16:08", "Are you at home? 16:08", and "you'll never guess what happened to me today.. This is my temporary number from now on you can save it in your contacts. 16:08". The messages are in a light blue bubble, indicating they were sent by the other person.

This sender is not in your contacts.

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