

## WARWICKSHIRE TRADING STANDARDS ALERTS

There has been an increase in the number of scams reported by Warwickshire Trading Standards - these are the latest scams to be aware of:-

- Telephone callers from sales people offering home security systems. They falsely claim to be working with the Police and use scare stories to try and make a sale. The advice is not to buy from 'cold callers'.
- Email 'phishing' scam regarding Visa Credit Cards saying the card has been fraudulently used and asking the card holder to click on a link to confirm identity etc.
- Telephone caller claiming to work for Microsoft saying they have been alerted to your internet provider of a serious virus problem. This is not the case and in fact the call is from a large call centre abroad. The caller asked the PC owner to open a programme on their computer – do not do this as it gives the caller access to your PC and personal data. The caller requests a payment of £185 for sorting out the problem – a problem which was never there.
- Some residents in Warwickshire have reported door to door sales visits from people claiming to be young offenders working on a community redress scheme. They are selling household products using fake IDs.
- Reports of door to door sellers wearing a 'kind of uniform' bearing a badge reading 'Government'. On the back of the 'uniform' were the words 'Government Grants Available'. The caller was challenged for ID but refused – he was possibly trying to sell home insulation equipment or similar through a grant.
- Other rogue energy sales people have been claiming they have been sent to check meters because of a report of overcharging.
- A 'phishing' scam targeting students asking for verification of their account information to avoid any grant or loan payments. The email comes from notifications@slc.co.uk and looks very official but is a scam.
- BT and OFCOM are warning of a new phone scam of gangs pretending to be from various phone companies calling people on the pretence they have an outstanding bill and threatening to disconnect them if it is not paid. They use a 'trick' to show they can cut them off but this is false.

To report a scam or rogue callers contact  
Trading Standards Service, Warwickshire County Council  
Tel. 01926-414039  
Email: [simoncripwell@warwickshire.gov.uk](mailto:simoncripwell@warwickshire.gov.uk)  
Website: [www.warwickshire.gov.uk/tradingstandards](http://www.warwickshire.gov.uk/tradingstandards)

To complain about a trader or for consumer advice,  
contact Consumer Direct on 08454 04 05 06

To reduce the number of unexpected sales telephone calls contact the  
Telephone Preference Service on 0845 070 0707

