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Norfolk Police - Latest Consumer & Scam alerts from Norfolk Trading Standards

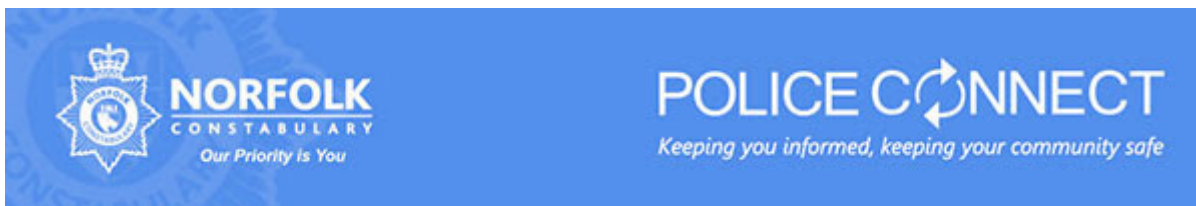
Police Connect <noreply@everbridge.net>

28 July 2020 at 14:44

Reply-To: Police Connect <conf-5f202bc6757d9d0d770e7544-5f202bbe06322b03ab944d20@smtpic-ne.prd1.everbridge.net>

To: "pcclerk.halvergate@gmail.com" <pcclerk.halvergate@gmail.com>

The following is a Police Connect message.



Good Afternoon,

Please find below the Latest Consumer & Scam alerts from Norfolk Trading Standards.

Regards

PC Pete Davison

Community Engagement Officer - North Norfolk

Scam Alert – Telephone cold calls claiming ‘your internet service will be terminated’ – 23 July 2020

We are again receiving reports about telephone cold calls delivering a recorded message claiming to be ‘a message forwarded from BT’ stating that ‘your internet service will be terminated within 24 hours’.

It then gives you options to ‘press 1 to speak to our technical team’ or to ‘press 2 to authorise the termination’.

These calls are **not** genuine and are likely to be used to seek remote access to computers, gather personal, account or financial details or attempt to take ‘missed’ payments.

If you receive one of these calls **do not** press any keys if prompted and hang up.

You can report telephone cold calls received to us via our partners the Citizens Advice consumer helpline on freephone **0808 223 1133**.

Scam Alert – Fake Facebook pages – 22 July 2020

We are continuing to receive reports of fake pages on Facebook claiming to be well-known brands or retail chains. Recently we have also had reports of local Norfolk business and visitor attractions being targeted with Facebook pages using their names and often using imagery copied from the genuine page.

The fake sites then attempt to get people to engage with the page by claiming to be offering discounts, prizes and giveaways. Sometimes this will be by asking you to like, share and comment on the posting, which increases the reach of the fake page, others provide links to other sites that you must follow as part of the competition entry and in some cases both.

If you see a competition post on Facebook, before you click on it, take a moment to check:

- Is the page verified? Public figures, media companies and larger brands can apply to Facebook for the blue verification tick. Although this is not open to smaller companies
- Look at the name closely, some fake pages will alter the name of the genuine page slightly by adding additional punctuation or change spaces between parts of the name
- Take a closer look at the page including the page history, when was registered?
- What other posts have they made? If the only posts are recent or it is limited to just the offer or giveaway take this is a warning sign
- Look around the page, is there the information there you would expect to see? Many fake pages leave these areas blank
- How many followers does the page have? Well-known brands will have high figures where as a recently registered page will still be on low numbers
- What information is being asked for? Many of these fake pages will say you need to 'complete a quick survey' as part of claiming process. Never give **any** personal information unless you know exactly who you are giving it to and what they are going to do with it
- If they are asking for financial or banking information to enter a competition **stop** and leave the page immediately

If you can't be sure about the authenticity of a Facebook page, **do not** interact with it.

If you have responded to what you now think could be a Fake Facebook page:

- If you have liked, shared and commented be aware you could be targeted with further scams postings or contacts
- If you have given personal information like email addresses or contact numbers be aware for scam contacts via these routes
- If you have given banking or financial information, contact your bank or card provider **immediately** to protect your accounts

You can report Fake Facebook pages, or other scam contacts to Trading Standards by contacting our partners the Citizens Advice consumer helpline on **0808 223 1133**.

Cold Calling Alert – Doorstep Cold Caller offering 'tree and garden work' – 22 July 2020

We are warning residents to be on their guard after we have received reports of a doorstep cold caller in the Thorpe Marriott area offering tree and garden services.

Our advice is **never** deal with anyone who cold calls at your property offering to undertake work on or around your property.

When looking to have work done **only** deal with reputable companies you have researched and chosen yourself. Our Norfolk Trusted Trader directory contains Traders you can trust with feedback from their customers www.norfolk.gov.uk/trustedtrader.

Anyone sighting cold callers in Norfolk please contact us through our partners the Citizens Advice consumer helpline on **0808 223 1133** or Norfolk Constabulary via **101**.

Rogue Trader Alert – Door to door fish sellers – 21 July 2020

We are warning residents to be vigilant for cold callers selling fish door to door.

This follows an incident in the Great Hockam area this week where a resident was cold called at their property by a male who offered to sell them frozen fish.

In the past these types of sellers have been known to use high pressure sales tactics and there have been issues with the quality of the fish being offered, whether the type of fish is as claimed, and whether it has been appropriately stored for transportation.

Trading Standards advises consumers **do not** deal with cold callers and **never** be pressurised into buying on the doorstep.

If you are approached by this seller or are concerned about possible rogue trader activity in your community, please report it to us via our partners the Citizens Advice consumer helpline on freephone **0808 223 1133** or to Norfolk Police on **101**. If you feel threatened by a door step cold caller or are concerned for vulnerable neighbours call **999**.

Rogue Trader Alert – Doorstep Cold Callers claiming they can 'see issues' with a properties' chimneys – 20 July 2020

We are warning residents about three males who are cold calling at properties claiming they can see issues with roofs and chimneys.

Incidents recently reported have come from the Hellesdon, Sprowston and Catton areas of Norwich.

During the cold calls the males are making a range of claims about problems they have 'seen' including:

- Cracks in chimneys
- Unsafe chimneys
- Birds going into roofs
- Birds landing on chimneys causing 'movement'

The males attempt to pressure the resident into agreeing to work by claiming that urgent repairs are needed to prevent the chimney falling or collapsing. They are often quoting prices of several thousand pounds for the work.

If the resident agrees to the work, having accessed the roof and completing a small amount of work they then return claiming that more issues have been found and the price for the job increases dramatically.

At this point they will claim that they need payment in full to enable them to purchase materials or to hire equipment. Once the money is handed over, they leave the site and do not return leaving the work incomplete.

Two of the three males are described as mid-twenties in age and are believed to be using a white Ford Transit and a Peugeot Partner/Citroen Berlingo both with ladders on the roof.

Sadly, across these three incidents the residents targeted have lost in excess of seventeen thousand pounds, with further costs to put right the work that was undertaken.

Our advice is:

- **Never** deal with cold callers looking to undertake work on or around your property
- **Never** agree to have work done by somebody who is 'just passing', is 'working at a neighbours' or take their word that it needs to be done at all
- **Never** allow a cold caller access to your home, roof or gardens even if they are offering to do tasks for a small fee or free
- **Never** pay for work before it is completed
- When looking to have work done on or around your property **only** deal with reputable companies you have researched and chosen yourself and have obtained a written quotation from before commencing the work

It is possible these doorstep cold callers could move on to other areas of Norwich or Norfolk this week.

You can report doorstep cold callers operating in Norfolk to us via our partners the Citizens Advice consumer helpline on **0808 223 1133** or Norfolk Constabulary via **101**

Please share this alert through local networks and with family, friends and neighbours, especially those who are not online.

To manage your contact details, additional information and subscriptions, please login through the [member portal](#).