

# Lancashire County Council Trading Standards Service

## Consumer Alerts

### Telephone Scams

A lady was recently called by a trader claiming they were working with the Home Office and could help her recover money which had been lost to scams. The trader was very convincing and even got others, allegedly from the Home Office, to contact the lady to reassure her. The trader asked her to get £500 in Ukash vouchers and then tricked the lady into giving the voucher number by telling her it was the other numbers which should not be disclosed. The lady has now been told she needs to get a further £2850 and she is being contacted several times a week by the trader.

In another incident the consumer was contacted by someone who said the consumer had been awarded a PPI repayment of £5000. The consumer was asked for a one off payment of £500 by Ukash voucher.

Trading Standards advice is never deal with traders who cold call by telephone.

Ukash vouchers should be treated as cash and no part of the 19-digit Ukash PIN should be disclosed to anyone. For further advice about Ukash vouchers visit [www.ukash.com](http://www.ukash.com).

### Email Scams

#### *UK Lottery*

This email is allegedly from the National-Lottery.com and claims the email account holder has won £950,000. You are asked to keep the fact that you have won secret until you have claimed your prize. This is done by sending personal information to a hotmail account.

Please do not respond to this email.

#### *Western Union*

This is an email purporting to be from Western Union and asking you to validate your account information by following a link.

Please do not respond to this email.

#### *Other scam emails*

Other scam emails this month have included one allegedly from somebody stuck in Madrid after being mugged and having their money and credit cards stolen. The email asks for €250,000. Another email offers the recipient a share of £4,300,000 which has been left by a client who shares the same name.

Please do not respond to these emails.

### Letter Scams

This letter is allegedly from the Euro Sweepstake Lottery Company and claims the recipient has won €16,621,340.00. The letter comes with a form which asks for personal information including bank account details.

To report scams or doorstep crime incidents contact the Trading Standards Service via the Citizens Advice Consumer Helpline on **08454 04 05 06**

