

# Consumer Alerts

## September 2012

### Telephone Scams

A man calling himself "James Gardener" contacted a consumer saying she had been awarded a PPI repayment of £5000. The man said that in order for the cheque for £5000 to be delivered, the consumer should send a one off payment of £500 by Ukash voucher to cover the cost of the courier.

In a similar incident a consumer was contacted by someone who said they were from the Office of Fair Trading, a government department. The consumer was told they were owed £4000 for overpayment of a mortgage. They were asked to get £300 in Ukash vouchers which the caller said would be collected later that day when they delivered the cheque.

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

Ukash vouchers should be treated as cash. For further advice about Ukash vouchers visit [www.ukash.com](http://www.ukash.com).

### Email Scams

#### *On line Banking*

This email allegedly from Nat West Customer Services claims your access to online banking has been suspended for security reasons. The email asks you to complete an attached form and return it.

Another email, allegedly from Barclays, claims your account has been suspended due to User ID Login errors. The email asks you to verify your account details.

Please do not open the attachments or respond to these emails in any way. Your bank will never request personal information by email.

### Doorstep Incidents

A female called at the consumer's house claiming to be from United Utilities. The consumer let the caller in to the property as she appeared to be genuine and appropriately dressed although she had no ID. Once in the property the female seemed more interested in looking round rather than reading the meter. This made the consumer suspicious so they called the police.

To protect yourself from bogus callers Trading Standards advice is:-

- Fit and use a door security chain every time you open the door.
- Always ask for identification and verify it by ringing the person's employer.
- Use the telephone number from the local phonebook. Do not use a phone number the caller gives you, it may not be genuine.
- Utility companies usually offer a password scheme. Contact your provider for more details

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

