

April 2013

Consumer Alerts

Scam Letters

A consumer has reported receiving a letter from the employee of a foreign bank. This person says they have a client who has recently died with the same name as the consumer and that they could receive 30% of what is unclaimed in the account.

Another letter received says the consumer has won a prize draw in the Eurojackpot Lottery. The letter asks for a £600 administration fee payable by Ukash voucher.

Trading Standards advice is do not reply to such letters.

Doorstep Incidents

Roofers cold called an elderly lady saying her roof needed some work. The lady agreed to it but on completing the job the trader asked for twice the agreed price claiming they had found additional problems. They showed the consumer some broken tiles. The consumer was called upon sometime later by two men who demanded a further £60. When the lady said they would have to wait for her son to come round one of the men put his foot in the door so she couldn't close it. The men left when the consumer went to ring her son.

In another doorstep incident the trader charged an elderly man £160 for pruning some bushes. The trader was very insistent on being paid in cash and even wanted to take the consumer to the bank to withdraw it.

Another cold caller offered to resurface a drive. The consumer paid £325 as a deposit. The traders started digging a hole and then left. They reappeared again a few days later saying they need a further £1400 to finish the job which the consumer reluctantly paid. They have not been seen since.

Trading Standards advice is never deal with traders who cold call. If you want help finding a reputable trader visit our Safe Trader Scheme website www.safetrader.org.uk or contact Help Direct on 0303 333 1111.

Unsolicited Telephone Calls

A consumer received a telephone call allegedly from his broadband provider who said his computer was running slow and he should visit a certain website. The consumer's computer was accessed remotely and the caller said they would ring back shortly to confirm it was working properly. Soon after the consumer received another phone call this time asking what bank they used. The caller accessed their online banking page remotely and asked for the consumer's details to log in. When the consumer refused the caller hung up. The consumer's computer is now locked.

Contact the Trading Standards Service via the Citizens Advice Consumer Helpline on 08454 04 05 06