



April 2012

Consumer Scam Alerts

Cold Calling Incidents

Free Surveys and Cavity Wall Insulation

There have been numerous reports of residents being cold called at locations throughout the County by people offering free surveys on behalf of the local council or the government for cavity wall insulation. There is also the suggestion that grants are available to pay for the work. Trading Standards advice is:-

- Be skeptical
- Not be pressured into making a quick decision
- Know who they're dealing with
- and NEVER give personal or bank details to someone they don't know
- Say NO to uninvited sales people, rogue traders and cold callers.

For information about the help available with the cost of buying and installing energy saving products, such as loft insulation, visit www.directgov.gov.uk or speak to your local district council

Charity Collections

Donating clothing and goods to charities is a great way to help people who are in need; however, charities are losing substantial sums of money to anonymous bogus collectors who mislead members of the public into thinking they are charities. It's important the public are confident that their donation is going to a genuine charitable

cause.

Beware of the following:-

- Bags not displaying the words 'registered charity' followed by a charity number
- Bags trying to pass off their company registration number as a registered charity number
- Bags not stating the specific charity they are collecting for
- Bags unprofessionally produced, poor grammar and spelling
- Bags without landline contact numbers

Email Scams

Hang Seng Bank Ltd

This email is allegedly from the Executive Director of the Hang Seng Bank Ltd and asks for personal details in order to assist in the transfer of funds. Please do not respond to this email.

Assalamu Alaikum

This is an offer to send millions of dollars to you as the next of kin of a recently deceased client. Please do not respond to this email.

Oceanic International Bank Plc

Another offer of \$ millions from a long lost relative. This email asks for your personal details and a scanned copy of your driving licence/passport. Please do not respond to this email.

Foreign Student

This email asks for help in investing \$6.5 million which will assist the sender in continuing their studies. It alleges you will receive a percentage for your help. Please do not respond to this email.

Letter Scams

Olympic Lottery Scam

LANCASHIRE County Council Trading Standards Service has received a number of complaints about letters illegally branded with the official Olympic and London 2012 logos telling recipients they have won a £500,000 prize. They claim that winners can claim their prize by returning a payment processing form, by fax, with their personal details. Please do not respond to this letter.

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