

The following is a Police Connect message.



Scam Alert – Telephone cold calls claiming to be from ‘Norfolk Trading Standards’ about ‘payments to access money owed’

We are warning people to be aware of telephone cold calls claiming to be from 'Norfolk Trading Standards' about 'payments to access money owed'.

This follows an incident where a Norfolk resident received a call claiming to be from 'Norfolk Trading Standards'. During the call the cold caller tried to persuade the resident to pay the fee, stating that he could 'guarantee that the fee was safe to pay' and that it was a 'legitimate situation'.

These calls are a scam and are not connected with Norfolk Trading Standards in any way. Trading Standards do not cold call residents requesting payments to access money owed or refunds.

We always advise to be wary of claims made in telephone cold calls and to always treat unexpected calls claiming to be about financial issues with extreme caution. Never give or confirm any personal and financial details when telephone cold called even if the caller knows basic information about you.

If you receive this type of call do not give or confirm any personal information, hang up, wait five minutes or use a different phone to report it to us via our partners the Citizens Advice consumer helpline on 03454 040506.

Scam Alert – Emails claiming to be from ‘TV Licensing’

We are warning about emails circulating claiming to be from TV Licensing stating that 'Your TV Licence will expire' and then offering a link to 'Please Set up a new Direct Debit Now'.

These emails are not from TV Licensing and anyone following the link will be taken to a fake version of the TV Licensing website which will attempt to gather personal and financial details.

It is likely that many versions of this email will be circulating using a range of different 'expire' dates.

TV Licensing offer the following advice for spotting scam emails:

- Check the email contains your name – TV Licensing will always include your name in any emails they send you
- Check the email subject line – anything along the lines of "Action required", "Security Alert", "System Upgrade", "There is a secure message waiting for you", and so on, should be treated as suspect
- Check the email address – does the email address look like one that TV Licensing use? For example, donotreply@tvlicensing.co.uk. Look closely as often the address may be similar.
- Check for a change in style – often the scammers will take the real emails and amend them. Look out for changes in the wording used, especially if it seems too casual or familiar.
- Check for spelling and grammar – are there any spelling mistakes, missing full stops or other grammatical errors?
- Check the links go to the TV Licensing website – hover over the links in the email to see their destination and check the web address carefully. If you are not sure, go directly to the TV Licensing website.
- Never provide details by email – TV licensing will never ask you to reply to an email and provide bank details or personal information

You can report suspicious emails to Action Fraud [using their online form](#) or by telephone on 0300 123 2040.

Scam Alert – Telephone cold calls claiming 'your broadband will be disconnected in 24 hours'

We are warning about telephone cold calls delivering a recorded message claiming 'your broadband will be disconnected in 24 hours'.

We have received a number of reports about these calls in the last week with the common theme being a recorded message which delivers the claim and goes on to offer the call recipient press number options to 'speak to an operative to

prevent disconnection’.

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 payments.

If you receive one of these calls do not press any keys if prompted, hang up and report it to Action Fraud on 0300 123 2040.

Rogue Trader Alert – Doorstep cold callers offering to undertake ‘driveway work’

We are warning residents to be on their guard after receiving reports of male going door to door in the Watton area offering to undertake driveway work.

We always advise to never deal with cold callers looking to undertake work on or around your property. If you are looking to have this type of work done only deal with reputable companies, you have researched and chosen yourself and have obtained a written quotation from.

It is possible these doorstep cold callers could move on to other areas around Norfolk.

Anyone concerned about possible rogue trader activity in Norfolk can contact Trading Standards through our partners the Citizens Advice consumer helpline via their [online reporting form](#) or by telephone on 03454 04 05 06.

Looking for a Trader you can Trust? Try a Norfolk Trusted Trader. To search our directory and read feedback from their customers visit www.norfolk.gov.uk/trustedtrader