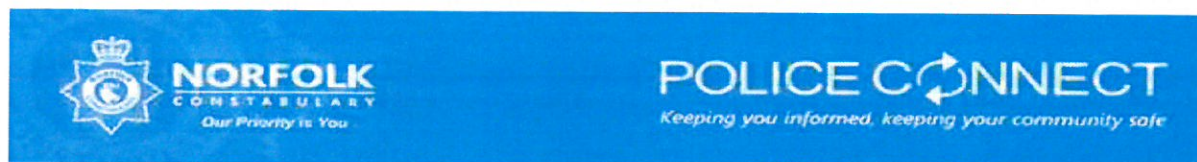


The following is a Police Connect message.



## **Cold Calling Alert – Doorstep Cold Callers enquiring about ‘insulation’– 30 October 2019**

We are warning residents to be on their guard after receiving multiple reports of doorstep cold callers in the South Norfolk area enquiring about ‘loft insulation’.

The most recent reports have come from the Poringland and Swainsthorpe areas.

During the visits the cold callers are making a range of claims which have included:

- That ‘they are working with the council’
- That they are offering ‘Free loft inspections’
- That ‘they are delivering a Government backed initiative supported by Norfolk County Council’
- That ‘the Council will pay for any work they deliver’
- That properties ‘require EPCs’
- That ‘homeowners could be fined unless they up their energy rating’

Trading Standards advises to be very wary of claims made by doorstep cold callers and NEVER give access to your property, agree to services, buy items or for return visits if approached in this manner.

Norfolk County Council and South Norfolk Council DO NOT authorise cold callers to visit properties regarding insulation.

It is possible these cold callers could move onto other areas in Norfolk.

If you have received this type of doorstep cold call and have agreed to a further visit or for work to take place, please contact us through our partners the Citizens Advice consumer helpline on 03454 04 05 06

Anyone concerned about doorstep cold callers in Norfolk can contact Trading Standards through our partners the Citizens Advice consumer helpline on 03454 04 05 06 or Norfolk Police on 101

Impartial advice on energy saving and accessing grant schemes is available from the Energy Saving Trust

## **Scam Alert – Telephone cold calls about ‘credit card transactions’ – 24 October 2019**

We are again warning residents after receiving reports that telephone calls are being received from ‘VISA’, mentioning a £600 transaction which is about to go through their account.

Following these initial claims, the message will then give press-button options which have included:

- 'To prevent further transactions'
- 'To speak to security'
- 'To speak to our fraud team'

We advise people to be very wary of claims made during telephone cold calls. If you receive this or a similar recorded message call, our advice is do not interact with the call and hang up.

It is likely there are a number of variations of these calls stating different amounts and reasons for the call.

If you are concerned about the security of a bank account or credit card, contact your card provider directly using the customer service number printed on the card, never use details provided in a cold call.

If you have received a telephone cold call which you believe to be a scam you can report it to us via our partners, the Citizens Advice consumer helpline, on 03454 04 05 06.

To manage your contact details, additional information and subscriptions, please login through the [member portal](#).

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**Scam Alert – Text messages claiming to be from PayPal stating ‘Your account has been restricted due to a failed payment’ – 24 October 2019**

We are warning residents about scam text messages claiming to be from PayPal and stating that their account is restricted due to a failed payment. The messages asks the person to ‘Login’ to a link to ‘remove any pending transactions’.

The link displays ‘paypai’ not ‘PayPal’. These text messages are not genuine and are not connected with PayPal in any way.

If you receive this or a similar text message, delete it without clicking on any links

You can report contacts you think are the Citizens Advice consumer helpline via their online reporting form or telephone 03454 04 05 06.

**Scam Alert – Telephone cold calls claiming to be from HMRC – 24 October 2019**

We are again receiving reports from Norfolk residents about telephone cold calls claiming to be from HM Revenue & Customs (HMRC).

The majority of these have reported an automated recorded message call informing the resident that ‘you are about to be taken to court by HMRC for non-payment of tax. Press 1 to speak to your case handler’.

Where residents have interacted with these calls, demands are then made for ‘immediate payment’.

We always advise to be very wary of any approach made by a telephone cold call. If you receive this type of call our advice is do not interact with the call and hang up immediately.

You can report suspected scam telephone calls to us via our partners the Citizens Advice consumer helpline on 03454 040506.

## **Rogue Trader Alert: Door to door fish sellers – 24 October 2019**

We are warning residents to be vigilant for cold callers selling fish door to door.

This follows a report from the Wimbotsham area where a man cold called at a property offering frozen fish. He was seen to return to a small, plain white Ford van.

In the past these types of sellers have been known to use high pressure sales tactics and there have been issues with the quality of the fish being offered, whether the type of fish is as claimed, and whether it has been appropriately stored for transportation.

It is possible this seller may continue to move on to other locations within Norfolk.

We advise do not deal with cold callers and never be pressurised into buying on the doorstep.

If you are approached by this seller or are concerned about possible rogue trader activity in your area, please report it to us via our partners the Citizens Advice consumer helpline on 03454 04 05 06 or to Norfolk Police on 101.

## **News Alert – Friends Against Scams 3rd Anniversary – 28 October 2019**

This week Friends Against Scams is celebrating their third anniversary!

Celebrate with them and join the army of over 300,000 Friends and complete the online awareness session today >

<https://www.friendsagainstscams.org.uk/elearning/Norfolk>

Scam Alert – Text messages claiming to be from ‘ARGOS’ claiming you have won a £100 voucher – 24 October 2019

We are warning about text messages circulating claiming to be from ‘ARGOS’ claiming ‘you have won a £100 ARGOS voucher’. The text goes on to offer a hyperlink to claim the voucher.

These text messages are fake. Details of all ARGOS competitions and voucher deals can be found on their website [argos.co.uk](http://argos.co.uk).

If you receive this or a similar text message delete it.

If you have received a text message which you believe to be a scam you can report it to us via our partners, the Citizens Advice consumer helpline 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 the Norfolk Trusted Trader website

**Rogue Trader Alert – Doorstep Cold Caller offering ‘Tree pruning’ – 28 October 2019**

We are warning residents to be on their guard after receiving reports of a male doorstep cold calling in the Eaton area offering to undertake ‘Tree Pruning’. The male was seen to return to a blue car.

Trading Standards advises 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.

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](http://www.norfolk.gov.uk/trustedtrader)

## **Scam Alert – Telephone cold calls offering to stop telephone cold calls – 29 October 2019**

We are again warning Norfolk residents to be aware of telephone cold calls stating they can help stop telephone cold calls after receiving reports from residents recently.

We are aware that there are a number of companies cold calling claiming to be able to offer this ‘service’ with some charging one-off fees and others charging ongoing monthly fees.

It is extremely unlikely that any ‘service’ of this type can legitimately claim to be able to stop cold calls so any money paid is unlikely to achieve any benefit.

We always advise NEVER to buy items or agree to ongoing services when approached by a telephone cold call.

If you have responded to one of these cold calls, which you now believe may not have been genuine or the company is taking an ongoing monthly payment and you need further advice contact our partners the Citizens Advice consumer helpline via their online reporting form or telephone 03454 04 05 06.

## **Rogue Trader Alert – Doorstep cold caller claiming to have seen ‘issues with your roof’ – 28 October 2019**

We are warning residents to be on their guard after receiving a report of a male doorstep cold calling in the Weeting area.

This follows an incident where a male cold called at a property and claimed that he could see that the ‘end capping’ on the properties’ roof needed repair and offered to do this for £70.

The resident declined the offer, asked the cold caller to leave and reported the incident to us.

Our advice is NEVER agree to work on or around your property if approached by a cold caller, no matter what claims are made.

Anyone concerned about possible rogue trader activity in Norfolk can contact us through our partners the Citizens Advice consumer helpline on 03454 04 05 06 or Norfolk Constabulary on 101.