



Latest news from Redcar & Cleveland Council's STOP COLD CALLING TEAM



BEWARE OF COLD CALLERS HOME ENERGY EFFICIENCY MEASURES

Over the last few months Redcar & Cleveland Trading Standards have received reports of doorstep cold callers operating within the borough offering energy efficiency home improvements funded by grants.

Information received includes:

- Cold callers falsely claiming to be calling on behalf of the council.
- Failure to observe a No Cold Calling door sticker.
- Unsatisfactory work being carried out by installers.
- Damage to fixtures and fittings.
- Failure by installers to carry out remedial work.
- Work left incomplete by installers.

In the main cold calling is in relation to the Energy Company Obligation 4 (ECO4) and the Great British Insulation Scheme.

ECO4 is a government supported scheme funded by energy supply companies and delivered by private installers. Energy efficiency measures include loft, cavity wall and solid wall insulation and new heating systems. It is designed to tackle fuel poverty and reduce carbon emissions.

The Great British Insulation Scheme helps the least energy efficient homes with the cost of installing new insulation.

Both schemes are scheduled to run until the end of

March 2026.

If you are cold called Trading Standards advise that you do not rush into a decision on the doorstep in the heat of the moment. Do not give personal or financial information.

If you are interested in energy efficiency measures for your home take independent advice.

Government endorsed advice is available from Simple Energy Advice at www.simpleenergyadvice.org.uk or telephone: 0800 098 7950

www.citizensadvice.org.uk 'Get help paying for energy efficiency home improvements'

www.redcar-cleveland.gov.uk 'Energy efficiency and housing'

All installers under ECO4 and the Great British Insulation Scheme must be Trustmark registered.

Check the status of any business and their trade scope, (work areas), directly with Trustmark before proceeding. www.trustmark.org.uk

Later this year residents of Redcar & Cleveland will have the opportunity to apply for grants under the governments new Warm Homes: Local Grant scheme. The scheme will run for three years and will provide energy performance upgrades and low carbon heating to eligible privately owned households, including insulation, solar panels and heat pumps. Further information will be available at www.redcar-cleveland.gov.uk in due course.

NOT WELCOME



SOLID WALL INSULATION – QUALITY ISSUES



Checks carried out by TrustMark on solid wall insulation installed under government schemes since 2022 found quality issues such as substandard installation or failure to meet building regulations which can lead to problems like damp or mould. Other issues involving missing or incomplete paperwork were also identified.

Poor quality installations, external and internal, were carried out under the Energy Company Obligation, (ECO4), and the Great British Insulation Scheme.

39 businesses were subsequently suspended from the government schemes.

TrustMark is the government endorsed quality scheme that covers work carried out in or around a consumer's home.

In January 2025 the government announced that the installers will have to fix issues arising from poor quality installations at no cost to the affected households. Ofgem was tasked with writing to affected households.

If you have concerns about home insulation installed under either of the government schemes find out more at: [What to do if you have poor quality wall insulation - GOV.UK](https://www.gov.uk/guidance/what-to-do-if-you-have-poor-quality-wall-insulation)

For advice contact the Citizens Advice consumer helpline: 0808 223 1133 or chat to an advisor online: [Contact the consumer service - Citizens Advice](https://www.citizensadvice.org.uk/consumer/)

SUCCESS FOR FINANCIAL FRAUD ADVOCACY SERVICE

A successful scheme aimed at helping victims of fraud has managed to reclaim more than £250,000 in less than six months.

The Financial Fraud Advocates (FFA) pilot based at Safer Communities has managed to claim £254,239.70 in refunds for fraud victims across Cleveland.

And there could be more reimbursements to come with £385,000 worth of outstanding claims still being processed by financial institutions and the Financial Ombudsman.

One of the aims of the Financial Fraud Advocate scheme is help vulnerable victims recover financial losses. The scheme also provides victims of fraud with advice on how to spot scams and prevent further victimisation.

Matt Storey, Police and Crime Commissioner for Cleveland, said: "Fraud is the most prevalent crime against the individual in England and Wales.

"According to the Crime Survey for England and Wales, fraud accounts for an estimated 41% of all crime – although the real figure is likely to be much higher. That's because we know fraud is a massively under-reported.

"Fraud causes immense psychological and emotional damage to the victim as well as hitting them hard in the pocket.

"If helping victims to recover just some of their financial loss helps repair the damage done by criminals, this is money well spent."

The FFA scheme is delivered via two part-time posts with each covering a different area of Cleveland. One post holder covers Hartlepool and Stockton-on-Tees to the north with a second covers Middlesbrough and Redcar and Cleveland to the south.

Both post holders have extensive experience in the banking industry and a thorough understanding of banking legislation around fraud recovery.

Redcar & Cleveland Trading Standards is one of five partners including The Office of the Police & Crime Commissioner for Cleveland who have funding in place until December 2026. Funding has come from the proceeds of crime seized from criminals.

Cllr Ursula Earl, Cabinet Member for Health, Welfare and Housing Support at Redcar & Cleveland Borough Council, said: "Fraud causes misery for victims and any money that can be recovered on their behalf is hugely to be welcomed.

I would like to congratulate everyone involved in taking back this money from often heartless criminals and returning it to the victims or, if that is not possible, put directly to good use fighting crime. It is a result of a lot of hard work which, despite very best efforts, does not always bear fruit and is not always recognised sufficiently. They deserve every credit.

More generally, I'd also like to take this opportunity to thank everyone, from our Trading Standards team to the police and to partner agencies, who are in the front line in the fight against fraud every day for their tireless work protecting the public."



SCAM ALERT!

GIFT CARD SCAMS 'Gift Card Draining'

A scam where the fraudster steals the gift card from the shop and then returns it to the shelf having scratched off the silver foil to obtain the validation code.

They replace the foil with a new sticker or glue the card back onto the packaging to make the card look unused.

The fraudster regularly checks to see if the card has been loaded with money and when it has they siphon it off before the recipient has chance to use the card.

These vouchers are a popular gift but unfortunately victims can find themselves with a zero balance.

BEFORE YOU BUY:

- Check that the packaging hasn't been tampered with.
- Check that the silver foil covering the validation code is intact.
- Check the balance and use the card as soon as possible.
- Where possible buy from behind the counter.
- Keep your receipt.

EMPLOYMENT SCAMS Job offers sent by text and WhatsApp

You will receive a text out of the blue offering you employment, often remote working with attractive salaries.

Fraudsters posing as employers or recruiters, often impersonating well-known companies, promote non-existent jobs with the aim of obtaining personal information including passport and bank information to commit identity theft and other frauds.

Money is frequently taken under the guise of processing fees, courses and criminal record checks.

HOW TO PROTECT YOURSELF:

- Be wary of unsolicited messages offering jobs which appear too good to be true, (high salary, minimal work, etc).
- Be alert for grammatical and spelling errors.
- Don't click on links, send any money or provide personal information.
- Don't react to any sense of urgency that the message conveys in respect of replying to the offer.
- Suspicious text messages can be reported free of charge to 7726. The message is reported to your mobile phone provider for them to investigate and take action if it is found to be malicious.
- Report the scam to WhatsApp directly and Block the sender. Press and hold on the message bubble, select 'Report' and then follow the instructions.
- If you think you have been a victim report it to Action Fraud by calling 0300 123 2040 or reporting online at [Action Fraud](#).
- If you have sent any money contact your bank.

DOORSTEP CRIME WARNING:

FAKE METER READERS

Meter readers falsely claiming to be from legitimate companies are calling door to door in Redcar & Cleveland.

The request to read or check a meter is a pretext for the criminal to gain access to the home with the intention of stealing from you, gather further information for criminal activity in the future or persuade you to give personal or financial information about yourself.

If someone claiming to represent an energy company visits your home you can take steps to protect yourself:

- Verify the caller's identity – check identification cards or badges. Use a trusted telephone number for the company and confirm the caller's identity with them.
- Some utility companies will provide extra security and set up a password to use when they visit your home.



ARTIFICIAL INTELLIGENCE & FRAUD

AI is defined as the performance by computers of tasks normally requiring human intelligence. Criminals are increasingly harnessing the potential of AI techniques to perpetrate scams and fraud.

WHAT YOU NEED TO BE AWARE OF IN 2025:

PHISHING ATTACKS

Generative AI can create realistic, tailored emails or messages without the poor spelling and grammar usually associated with scams.

How to spot

- Use of overly formal language and lack of personalisation.
- Introduce an element of urgency to get you to act quickly.
- Emails/messages may include attachments.
- Emails/messages usually always include links.

VOICE CLONING

Technology is currently producing high quality voice clones. This means that fraudsters can use a voice recording of someone to say anything that they want them to.

Fraudsters have used voice cloning to pretend to be family members who are in trouble and ask for urgent help.

How to spot

- The caller does not say much and keeps things brief.
- The caller does not respond to laughter.
- May repeat the same questions or phrases.
- Ignores questions and steers the conversation in the direction that it wants to focus on.
- The caller will not have the same level of knowledge as the person they are mimicking so will struggle to answer personal questions and only offer vague answers.
- There may be unusual pauses and unexpected changes of tone by the caller.
- You are asked to make a payment by gift card or cryptocurrency.

DEEP FAKE VIDEOS

The video is manipulated so the person in it has been altered to appear as a different person.

In 2024 investors became victims of a video on Facebook that used a deepfake of Martin Lewis along with Elon Musk promoting a non-existent bitcoin investment scheme.

How to spot

- Watch facial movements carefully – do they look natural? Is the lip syncing slightly off? Is the blinking realistic?
- Consider the quality – is it consistent? Are there any distortions to the face, blurred edges or lighting mismatches that suggest manipulation?
- Listen to the audio quality – does it sound natural? Do the voices sound robotic?
- Check the content if you are suspicious – has it been reported by credible and reliable sources?

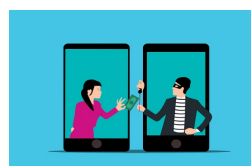
AI CHATBOTS

Chatbots can be used to create fake online profiles that look like real people who converse textually or verbally with potential scam victims.

How to Spot

- Replies quickly and with generic answers.
- Use of strange wording or an unnatural tone.
- A Facebook page associated with the chatbot has no posts or followers.

Chatbots along with deepfake videos are increasingly used by romance fraudsters to manipulate victims into believing they are in a genuine relationship.



The Chartered Trading Standards Institute are warning people to be vigilant and look out for warning signs when engaging in online relationships:

- **Requests for money** from someone you've never met in person.
- **Excuses to avoid video calls or in-person meetings.**
- **Overly dramatic personal stories** designed to evoke sympathy or urgency.
- **Pressure to invest in financial schemes, cryptocurrency, or business ventures.**
- **Sudden declarations of love or intense emotional involvement very early on.**

Guidance on **Two-Step Verification**



Stop! Think Fraud
2SV Guidance



Report it to
Action Fraud
so that police
can take action.



Visit the **National Cyber
Security Centre** website
for support on recovering
your account and protecting
yourself in the future.



Digital security starts with **Two-Step Verification**

Two-step verification (2SV) is a simple way to give your account an extra level of protection, by asking for extra authentication when you log in.

For example, a one-time passcode.

Enter Code



Available for **email**,
online banking, and
social media.

Enhances security by making it
harder for hackers to access
accounts, protecting against:



**Fraud
Risk**



**Identity
Theft**



**Account
Recovery
Issues**

Sometimes called
Two-Factor Authentication
(2FA) or **Multi-Factor**
Authentication (MFA)



 **NCA**
National Crime Agency

NECC
NATIONAL ECONOMIC CRIME CENTRE

North East
ROCU
Regional Organised Crime Unit Network

STOP!
THINK FRAUD



TRADING STANDARDS NEWS

TEAM OF THE YEAR!

Redcar & Cleveland Trading Standards' team has been awarded 'Team of the Year' by the Council's Growth, Enterprise & Environment Directorate as part of the Council's staff Reward & Recognition Awards.

The award recognised the professional service the Team provides, highlighting work in specialist activities and work with external partners.

SINGLE USE VAPE BAN FROM JUNE 2025

From 1st June it will be illegal for businesses to sell, offer to sell or have in their possession for sale single use, (disposable) vapes.

You can check whether a vape containing nicotine is single use on the MHRA website: [ECIG Dynamic Search | MHRA](#)

NASAL TANNING SPRAYS WARNING

The Chartered Trading Standards Institute, (CTSI), has issued a warning about the risk of using nasal tanning sprays.

These products, heavily marketed on social media and promoted by influencers, can cause nausea, vomiting, high blood pressure and changes to moles. They have even been linked to skin cancer.

CTSI is concerned that the introduction of flavoured sprays including bubble gum and peach along with the marketing of drops and gummies, a type of chewy candy, will lead to an uptake by young people and mirror the rise in youth vaping.

The sprays contain Melanotan-2 which is a chemical that stimulates the production of melanin which has the effect of darkening the skin.

It is illegal to sell medicinal products in the UK that contain Melanotan-2 but the product is not sold as a medicine and therefore falls outside of the regulatory remit for medicines.

The sprays are also not covered by the UK Cosmetics Regulation and therefore will not have undergone a safety assessment and provide health warnings and instructions for use.

CTSI advice is to:

- Avoid any type of tanning products that are ingested or inhaled
- Use safer tanning options, such as creams and sprays and buy these from reputable retailers
- Report any unsafe products to Trading Standards via consumer helplines

ANIMAL HEALTH & WELFARE – A VIEW FROM THE FRONT LINE

An interview with Redcar & Cleveland Trading Standards' Animal Health Officer.



Why does the Council employ an Animal Health Officer?

It is a statutory requirement for a council to enforce animal health and welfare legislation at a local level.

How many pieces of legislation do you enforce?

41 pieces of legislation fall within my remit ranging from The Animal Health and Welfare Act 1984 to the Genetically Modified Organisms (Traceability and Labelling)(England) Regulations 2004.

Why do we need laws governing animal health and welfare?

To protect animals, farmers and consumers. Animal health laws are there to help prevent and trace the spread of disease.

This is done by regulating the registration and identification of livestock and control of their movements.

Animal welfare legislation exists so that animals' needs are met, veterinary medicines are provided and that cruelty is prohibited on farms, in transit, at markets and at abattoirs.



Do you deal with domestic pets?

My job is to promote and protect the health and welfare of livestock on farms and small holdings as well as animals kept on allotments.

I don't deal with companion animals such as cats and dogs. Any concerns about a domestic animal should be reported to the RSPCA. www.rspca.org.uk.

What type of farms do we have in Redcar & Cleveland?

There is a real mix of farms in our area. Some are arable and others are mixed farms (including both arable and livestock). Some farmers keep cattle, sheep and pigs whereas others specialise in keeping one or two types of livestock.

Can you describe some of your duties?

Farm visits

I inspect farms routinely to ensure that farmers are complying with the regulations and provide advice. This involves checking farm livestock records and veterinary medicine records, checking animal movement licences and passports, disposal of dead stock records and flock and herd registers.

A visit will also involve an inspection of livestock to check for any disease or suffering and that stock is correctly identified.

I also check the cleanliness of livestock vehicles.

Farm visits are also carried out in response to complaints relating to concerns about animal health or welfare.

Local authority Animal Health Officers also deal with farm animals at markets, at abattoirs and in transport. Here in Redcar & Cleveland we don't have any markets or abattoirs.

Animal by-products (ABP) and fallen stock

To protect public health fallen stock (animals that have died on the farm) and animal by products (bodies or parts not intended for human consumption) must be disposed of properly.

Farmers are no longer allowed to burn or bury dead stock on their farm.

As part of my job, I provide advice to farmers and investigate complaints.

Controlling Diseases

The Council has a responsibility to prevent the spread of notifiable animal diseases.

A few years ago, Avian Influenza was detected at premises in the borough. In conjunction with

DEFRA, I was involved in the containment and control of the outbreak. As part of this work the entire Trading Standards team was deployed to knock at doors within a prescribed area to ascertain whether birds were being kept at the premises and advise accordingly.

Have any new rules come into force recently?

Yes, in October 2024 it became mandatory for anyone keeping poultry or other captive birds, (other than indoor pets), regardless of the number, to register them with the Animal and Plant Health Agency.

Previously you only had to register if you had 50 or more birds.

The government's reason for making the change was to help manage disease outbreaks such as Avian Influenza.

I promoted the change in rules, including putting up posters at allotments around the borough and I assisted bird keepers to complete the registration forms.

As a result, the number of registrations in Redcar & Cleveland has substantially increased with 996 premises now registered.

How do you deal with non-compliance?

When I identify a problem I work with farmers to resolve matters. For example, in the case of fallen stock the farmer has 24 hours to remove the carcass. If it is not moved I will visit the farm and advise. After it has been removed I will check with the farmer as to where the carcass has been transported to and if there is a receipt showing correct disposal no further action will be taken. If the farmer is unable to provide paperwork confirming proper disposal then I will invite him in for a formal interview and consider whether formal action is appropriate. In determining the most appropriate course of action the past history of the farmer will be taken into account, in particular, whether or not there is a pattern of behaviour.

Do you prosecute those who break the law?

A staged approach is taken when non-compliance is detected. Advice and guidance is the first step but where intervention has taken place but failure to comply with legal requirements continues then prosecution can be the outcome. Prosecution may also take place when it is not appropriate to take a stepped approach, for example, in cases of serious animal health and welfare breaches.

In one case the Council prosecuted a farmer who failed to seek medical attention for sheep and failed



to remove carcasses. As a result, the farmer received a 10 year ban from keeping sheep.

In another case a farmer who burnt dead livestock on his farm and failed to maintain cattle records received a fine.

What is on the horizon for animal health and welfare?

The use of fixed penalty notices, (FPNs). The relatively recent introduction of FPNs gives enforcers the option of discharging some of the more commonly occurring offences in this way as opposed to the more lengthy and often more costly criminal prosecutions.

Electronic ear tags for cattle. The tags can hold a wealth of data which improves cattle identification and traceability.

MANDATORY HOUSING MEASURES FOR POULTRY & CAPTIVE BIRDS LIFTED

Finally, there is light at the end of the tunnel for many of our poultry keepers as the mandatory housing measures in the prevention zone have now been lifted.

Government advice is issued around the importance of biosecurity for all poultry keepers, cleansing and disinfecting hard surfaces, fencing off ponds or standing water and reintroducing wild bird deterrents.

There are still pockets of the disease elsewhere in the country, so vigilance is needed by all, but we hope that as we move into the summer months eventually all restrictions will be lifted, as supported by the latest scientific advice related to the disease and its occurrences.

Bio security is a priority issue at the forefront of our farming community, especially with the rise in cases across the UK of Bluetongue and indeed neighbouring countries are battling Foot and Mouth which so far has not reached the UK.

The 13th June is National Pigeon Day which is mainly celebrated in the USA.



Pigeon keeping is a popular activity in the UK.

Their innate homing instincts make them efficient messengers, with history recording that pigeons were deployed as messengers way back since the Roman and Ancient Egyptian times.

The role that pigeons played in world wars is remembered by many, indeed there was a commemorative Pigeon race as part of the VE Day 80th celebrations.

VOLUNTEERING OPPORTUNITY

Redcar and Cleveland Trading Standards' Under Age Sales, (UAS), team carry out test purchase operations throughout the borough using young volunteers to check businesses are not selling age restricted products to underage people.

Volunteers between the ages of 12 and 15.5 years are now being sought to assist with future test purchase operations.

The following age restricted products are targeted; alcohol; vapes; tobacco; cigarette lighters; fireworks; aerosols; and solvents. Other products/services e.g. sunbeds may be considered in future.

Benefits to volunteers:

- Gaining a basic knowledge of Age Restricted Products and associated laws.
- Gaining basic knowledge of criminal investigation procedures.
- Helping to safeguard the health and well-being of local communities as well as that of their peers.
- Making a valuable contribution to law enforcement activities.
- Excellent addition to a volunteers curriculum vitae.
- Participation certificates provided.
- Gift Vouchers are provided to volunteers (no money is paid to volunteers for taking part, but money for the test purchases is provided by Trading Standards).
- Volunteers are able to request references from Trading Standards e.g. college applications etc.

What you should consider as a Parent, Guardian or Carer of a Volunteer:

- A volunteer's welfare and safety remains our primary concern at all points during a test purchase operation. If they are at any point unhappy, we will cease the test purchase immediately.
- There may be an occasion where a volunteer would be asked to attend court



and give evidence, although every effort is made to minimise the chance of this, it is however a possibility.

- You as the Parent/Guardian/Carer of the volunteer will be asked to provide a witness statement to produce the volunteer's birth certificate as an exhibit.
- The photographs of the volunteer taken on the night of the test purchase and their birth certificate may be used as evidence in a prosecution case.
- There are very limited occasions where test purchases will take place in the late evening, resulting in a volunteer getting home after 11.30pm.
- You or a designated responsible adult must be present when the volunteer is collected and returned home on every occasion. We collect the volunteer from your home, or another location that you agree, as long as a parent or guardian is present.
- Volunteers will not be used in areas where they attend school or spend time socially, or any other areas the volunteer or you as the parent are not comfortable with them visiting.
- The test purchases are set up on different dates and we will ask if a volunteer is available for that date and if they would like to take part, sometime beforehand to allow for diary planning etc.

In the first instance you will be asked to provide two photographs of your child; one full length stood against the backdrop of a door (to gauge height). One close up of the face. We ask that normal everyday clothing is worn, but no makeup or heeled footwear.

If you feel this is something you would like your child to participate in and they are keen to assist in the monitoring of the sale of age restricted products, or you would like to discuss this opportunity further please email: tradingstandards@redcar-cleveland.gov.uk or telephone: 01287612489.

ACTION FRAUD WARNING: DON'T GET HOOKED

As of April 2025, the total number of phishing scams reported to the Suspicious Email Reporting Service (SERS) reached over 41 million since its launch in April 2020. This has resulted in 217,000 scams being removed from across 393,395 websites pages by the National Cyber Security Centre.

Insight revealed by Action Fraud shows the top industries impersonated in reported phishing emails were streaming services, tech and telecommunication companies, with some posing as various UK government schemes.

Spam calls and suspicious text messages can be reported too. By using 7726, a free service offered by mobile network providers, customers can forward suspicious text messages, which helps the removal of scam websites and allows networks to block users sending scam text messages. Between April 2020 and April 2025, more than 27,000 scams were removed as a result of being reported using 7726.

Superintendent Amanda Wolf, Head of the National Fraud Intelligence Bureau at the City of London Police, said:

"We know it can be difficult to spot fake messages or tell if a call is genuine. Criminals can change tactics fast and use the technology available to constantly create genuine looking emails and messages or facilitate calls that feel authentic - all designed to trick us and try and steal personal and financial information.

"Every phishing email reported helps us gain a better understanding of the tactics being used and enables us to tackle it head on by identifying malicious URLs trending in phishing emails and texts - they can be taken down and disrupted, preventing further activity. The more reports received, the more people we can protect, preventing them from becoming victims.

"Don't get caught out, Stop, Think Fraud, and make sure you report suspicious-looking emails or messages if you receive them. You can forward emails to report@phishing.gov.uk, or forward spam text messages to 7726."

Sarah Lyons, NCSC Deputy Director for Economy and Society Resilience, said:

"Since 2020, over 41 million phishing attempts have been reported to the Suspicious Email Reporting Service — a powerful sign that the public is staying alert to online threats, helping to protect themselves and others.

"But cyber criminals aren't giving up - they're constantly finding new ways to trick people into clicking malicious links, sharing personal information, or handing over money.

"That's why it's more important than ever to stay alert. You'll find clear, practical advice on how to spot and report scams - and how to stay secure online - on the NCSC website."

What is phishing? 'Phishing', 'quishing' or 'smishing' is when criminals use fake emails, text messages, QR codes, or phone calls to trick victims.



The goal of a phishing message is to encourage the victim to click a malicious link, or scan a fraudulent QR code, which usually leads them to a genuine-looking website, designed to make victims part way with their financial and/or personal information.

Criminals will use well-known brands or organisations the victim already has a connection with, like a bank or tradesperson, to make fake emails seem genuine and more convincing.



How can you protect yourself?
If you've received an email that doesn't feel right, STOP!

- break the contact – don't reply, click on any links, call any phone numbers or make any payments
- check if it's genuine: contact the organisation directly using an email address or phone number you know is correct, e.g. from your utility bills, via a search engine, on the back of your card or by [calling 159](tel:159) for banks
- before you delete the email, forward it to report@phishing.gov.uk

If you've received a text message that doesn't feel right, STOP!

- break the contact – don't reply, click on any links, call any phone numbers or make any payments
- check if it's genuine: contact the organisation directly using an email address or phone number you know is correct, e.g. from your utility bills, via a search engine, on the back of your card or by [calling 159](tel:159) for banks
- forward the message for free to 7726

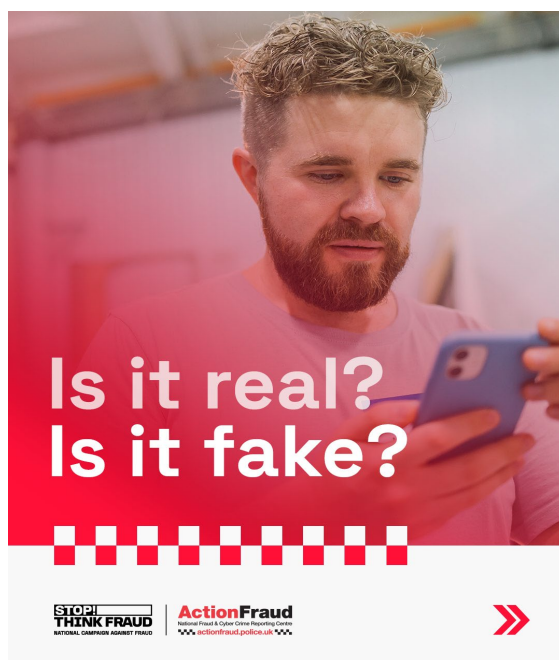
If you've received a call that doesn't feel right, STOP!

- hang up
- check if it's genuine: contact the organisation directly using contact details you know are correct, such as those on a utility bill, official website, the back of your card or by calling 159 for your bank
- don't trust the Caller ID display on your phone – it's not proof of ID
- report it by sending a text to 7726 with the word 'call' followed by the scam caller's number

For more advice on how to protect yourself from fraud:

<https://stopthinkfraud.campaign.gov.uk/>

If you've lost money or provided financial information as a result of a phishing scam, notify your bank immediately and report it to Action Fraud at actionfraud.police.uk or by calling 0300 123 2040. In Scotland, call Police Scotland on 101.





**NATIONAL
TRADING
STANDARDS**
Scams Team

What is scam mail?

Scam mailings are letters sent by criminals with the goal of getting your money. The criminals often lie or pretend to be somebody they're not.

These are some of the common types of scam mail:

lottery or prize draw scams

psychic or clairvoyant scams

health cure scams

investment scams

Criminals work hard to make their scam mail convincing. The letters often include the below features:

- They give you deadlines to respond, usually only a few days
- They ask you to pay in cash only
- They use your name throughout to make it feel personal

Get involved in the SCAMnesty campaign and send your scam mail free of charge to the National Trading Standards Scams Team to be investigated:

FREEPOST, NTSST, MAIL MARSHALS

You can find out more about the SCAMnesty campaign and view the team's privacy policy on the website:
www.FriendsAgainstScams.org.uk/Scamnesty