

Telephone and Text Scams

During 2011, Staffordshire Trading Standards have been receiving a number of reports of telephone scams in operation. The nature of the calls are widely varied and have been reported to have been received to both telephone calls and text messages. Below are a number of examples of reports received:

- Caller states they are from BT – you have not paid your bill, can they have your card details?
- A text message stating you are entitled to compensation for ‘the accident you had’.
- An alarm company may telephone to arrange a visit by a sales person to provide you with a ‘free’ alarm system. Additional charges will then occur!
- A caller may inform you that you are due some sort of bank or council tax rebate – again they ask for your bank details to pay you the rebate. Again this may come in the form of a text message.

Callers may even be able to provide you with some of your personal information such as name or address. Protect yourself and never provide any personal information to a cold caller. Always telephone the company directly from a number on your bill or get the number from a telephone directory to confirm if the call was genuine.

You can register both your landline and mobile numbers with the following FREE services and are advised to do so on an ANNUAL BASIS:
The Telephone Preference Service – 0845 070 0707
Silent Call Guard – 0844 372 2325

If you believe you have been the victim of any such scam then you should also report the matter to Action Fraud on **0300 123 2040** or report it on their website:

http://www.actionfraud.org.uk/report_fraud

Produced: 08th August 2011

All our alerts are available in a range of formats and languages, including large print. Please contact Community Development if this would be helpful to you, or to someone you know. Address: 14 Martin Street, Stafford, ST16 2LG. community.development@staffordshire.gov.uk

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