

**From:** Police Connect <noreply@everbridge.net>  
**Sent:** 15 March 2019 16:03  
**To:** Fakenham Town Council  
**Subject:** This week's scam alerts

The following is a Police Connect message.



## **Rogue Trader Alert – Doorstep cold callers offering driveway cleaning**

We are warning residents to be on their guard after receiving reports of a doorstep cold caller in the Thetford area offering driveway cleaning.

We advise **never** to deal with anyone who cold calls at your property offering to do work on or around your property.

Anyone concerned about doorstep cold callers in Norfolk can contact us 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 claiming to be from BT**

We are continuing to receive reports from Norfolk residents about telephone cold calls claiming to be from BT.

Recent reports have included:

- Calls which deliver a message claiming to be from BT stating your 'internet and landline will be cut off' and then offering a 'Press 1' option. If this is complied with a call handler then attempts to gather personal data
- Calls claiming to be from 'BT Openreach' during which the cold caller states that there are 'problems with your router'
- Calls claiming to be from BT stating they can 'offer you a 35% discount on your bill' and then attempting to gather bank details

We always advise to be wary of telephone cold calls and the claims made during them. If you receive a suspicious call claiming to be from BT **do not** give or confirm any personal or financial details. Hang up, wait five minutes and then contact BT customer service on 0800 800 150.

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.

## **Scam Alert – Telephone cold calls claiming ‘less energy efficient houses will pay more council tax’**

We are warning residents to be on their guard after receiving a report of a telephone cold call which was received by a Norfolk resident regarding Council Tax.

During the call the cold caller talked about a ‘Carbon Tax on Council Tax’ which would mean ‘less energy efficient houses will pay more Council Tax’. The cold caller then attempted to make an appointment to undertake ‘a property survey’.

We advise always be very wary of any approach made in a telephone cold call and **never** give or confirm any personal details or agree to someone visiting your home if approached in this manner.

If you need advice about cold calling or have agreed to a visit during a cold call contact the Citizens Advice consumer helpline via their [online reporting form](#) or telephone 03454 04 05 06.

## **Scam Alert – Emails claiming to be from ‘TV Licencing’**

We are continuing to receive reports from Norfolk residents about emails claiming to be from TV Licencing. Reports have included emails claiming that direct debits ‘cannot be collected’ and emails stating ‘Your TV Licence has expired’.

**SCAM WARNING**

# Fake TV Licensing emails received by thousands

Action Fraud has received more than 5,000 reports about fake emails and texts purporting to be from TV Licensing. The messages contain links to genuine-looking websites that are designed to steal personal and financial information.

Always question unsolicited requests for your personal or financial information in case it's a scam. Never automatically click on a link in an unexpected email or text.



For more information on how to stay safe online, visit [www.cyberaware.gov.uk](http://www.cyberaware.gov.uk)



These emails are **not** from TV Licencing and any links contained within the message are likely to go to a genuine-looking fake version of the TV Licencing website which will attempt to gather personal and financial details.

Action Fraud offer the following advice regarding these emails:

- Always question unsolicited requests for your personal or financial information in case it's a scam
- Never automatically click on a link in an unexpected email or text

For more information about how to stay safe online, visit [www.cyberaware.gov.uk](http://www.cyberaware.gov.uk)

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

## **Cold Calling Alert – Telephone cold calls claiming ‘you have been mis sold cavity wall insulation’**

We are warning residents to be on their guard after receiving a report of a telephone cold call which was received by a Norfolk resident regarding cavity wall insulation.

During the call the cold caller stated the call recipient had been ‘mis-sold cavity wall insulation’ and they could ‘obtain compensation’. The call recipient responded they had ‘never been sold cavity wall insulation’ and the cold caller hung up.

We advise always be very wary of any approach made in a telephone cold call and **never** give or confirm any personal details or agree to someone visiting your home if approached in this manner.

If you need advice about cold calling or have agreed to a visit during a cold call contact the Citizens Advice consumer helpline via their online reporting form or telephone 03454 04 05 06.

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