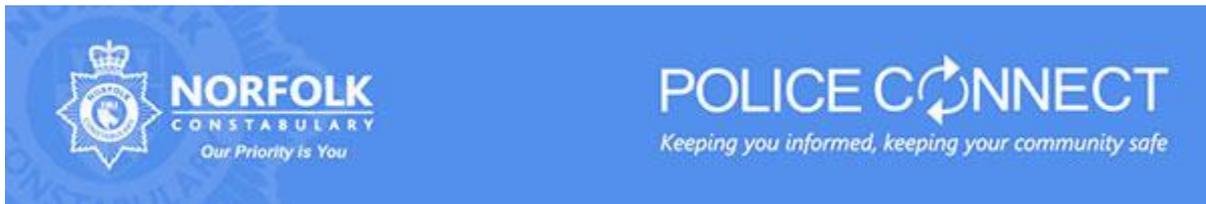


The following is a Police Connect message.



Scam Alert – Telephone cold calls about ‘credit card transactions’

We are continuing to receive reports from Norfolk residents about recorded message telephone cold calls regarding bank accounts and credit cards.

Recent variations of these calls have included:

- Calls claiming to be from ‘Visa Secure’ stating there is an ‘unusual transaction on your account for £600’
- Calls that state they are ‘An urgent call from Visa’
- Calls that state ‘This is an emergency call about your credit card’

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 always 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.

Rogue Trader Alert – Doorstep and telephone cold callers regarding solar panels

We are warning residents with solar panels on their property to be on their guard for doorstep and telephone cold callers which continue to appear to be targeting homes with solar panels.

The cold callers are making a number of claims regarding existing systems, often stating that

the company that installed the panels originally have 'ceased trading' and they have taken over. The claims have then included:

- That the solar panel system needs servicing, with charges of up to £600 being made for this 'service' which may include cleaning the panels
- That a 'warranty check' or 'maintenance' on the panels is required by the new company. If allowed access to the panels, they then attempt to sell 'add-on' products such as replacement invertors, long-term service and warranty contracts or devices that can 'optimise the power' from the panels, often with a quoted cost of several thousand pounds
- That existing systems need to be 'assessed' to ensure they are not 'at risk of fire'. If access is allowed the 'assessor' will claim that 'isolator switches', 'black boxes' or other modifications are 'urgently required to prevent fire'. The costs for this work is then quoted, often in excess of £2,000

We advise always be very wary of any approach made in a doorstep or telephone cold call and **never** agree to services, having work done or someone visiting your home if approached in this manner.

We also advise that solar panel owners should always talk to their supplier before allowing any work or 'maintenance' to take place on their panels. Generally, a solar panel system does not need servicing but it may benefit from being cleaned if the panels are dirty.

We also recommend that traders who work on a solar panel system are members of the [Solar Trade Association](#) and that any work on the electrics of a solar panel system should be carried out by a qualified electrician.

Suitably qualified electricians can be found on the [Norfolk Trusted Trader website](#) or via the Electrical Safety First Website

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

Rogue Trader Alert – Doorstep cold callers offering to replace fascias

We are warning residents to be on their guard after receiving reports of doorstep cold callers in the Lenwade area.

This follows an incident where a resident was doorstep cold called by a man who stated that he could see that the properties wooden fascias were 'rotten' and he could 'replace them with plastic ones'. The resident declined the offer and reported the incident to us.

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

Anyone concerned about possible rogue trader activity 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

Could your community help stop doorstep cold callers from targeting vulnerable people by becoming a No Cold Calling Zone? To find out more about the scheme or to apply visit www.norfolk.gov.uk/nccz

Cold Calling Alert – Doorstep cold callers enquiring about ‘insulation’

We are warning residents to be on their guard after receiving reports of doorstep cold callers in the Heacham area.

In the incident, a resident received a doorstep cold call from a man wearing a branded green tabard who claimed that ‘insulation previously fitted may not be suitable’ and offered to arrange a ‘survey of the properties insulation’. The resident declined the offer and reported the cold call to us.

We always advise to be very wary of claims made by doorstep cold callers and **never** give access to your property or agree to services, buying items or for return visits if approached in this manner.

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

Impartial advice on energy saving and accessing grant schemes is available from the [Energy Saving Trust](#)

Anyone concerned about doorstep cold calling 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.

Cold Calling Alert – Doorstep cold callers enquiring about ‘cavity wall insulation’

We are warning residents to be on their guard after receiving reports of doorstep cold callers in the Wymondham area.

In the incident, a resident received a doorstep cold call from a man who stated that the property ‘did not have cavity wall insulation’, he then went on to enquire if the resident was in receipt of certain benefits. The resident declined the offer and reported the cold call to us.

We advise you to be very wary of claims made by doorstep cold callers and **never** give access to your property or agree to services, buying items or for return visits if approached in this manner.

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

Impartial advice on energy saving and accessing grant schemes is available from the [Energy Saving Trust](#).

Anyone concerned about doorstep cold calling 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.