



POLICE CONNECT
Keeping you informed, keeping your community safe

Please see below this week's Consumer & scam alerts released by Norfolk Trading Standards.....

Scam Alert – Emails claiming to be from ‘BT’ – 9 April 2020

We are warning about emails claiming to be from BT which are circulating.

One recent example claimed that ‘We are having trouble authorising your last bill’ before going on to state that ‘we may have to dis able your account services’ alongside a link to ‘Update My Payment Option’.

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

BT offer customers the following advice about suspicious emails claiming to be from BT.

If you're worried about an email that appears to be from BT, rather than clicking on any links you should type ‘www.bt.com/mybt’ in your browser to log in to your My BT account.

- From here you can check your account details are up to date and view your bill
- Alternatively use our automated phone service to check your balance - 0800 443 311
- Forward the email to our dedicated mailbox –‘phishing@bt.com’ and delete the email

You can report suspicious emails received to us via our partners the Citizens Advice consumer helpline on freephone 0808 223 1133.

News Alert – Online sales of ‘coronavirus testing kits’ – 8 April 2020

We have been made aware that individuals on social media are claiming to sell fake coronavirus (COVID-19) home testing kits.

This is both dangerous and illegal.

If you spot posts claiming to sell these items, you can report them via the MHRA Yellow Card Scheme website.

Information Alert – Businesses continuing to trade during current restrictions – 7 April 2020

We are continuing to receive a high number of contacts about businesses remaining open during the current Coronavirus (COVID-19) pandemic.

Please note that not all non-essential businesses have to close. In fact, the government has

made it clear that it is important for business to carry on.

Businesses can remain open if they are not on the current list of businesses that must close.

Guidance is available on the GOV.UK website including lists all businesses that must close, with some exceptions, this can be found by visiting the GOV.UK website

Please refer to this guidance before contacting us.

To report a business to us, contact our partners the Citizens Advice consumer helpline on 0808 223 1133.

Scam Alert – Emails claiming to be from ‘British Gas’ – 6 April 2020

We are warning about emails claiming to be from British Gas which are circulating.

One recent example, which included the recipient's email address within the greeting, claimed that ‘Your bill is still overdue and needs paying’, before going on to detail a range of charges which could be made along with a link to ‘Pay us online now’.

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

If you are concerned for the status of an online account, log into it only using a web address from a bill or statement which you have entered into your web browser or using a genuine app. Never use links in unexpected emails.

You can report suspicious emails received to us via our partners the Citizens Advice consumer helpline on freephone 0808 223 1133.