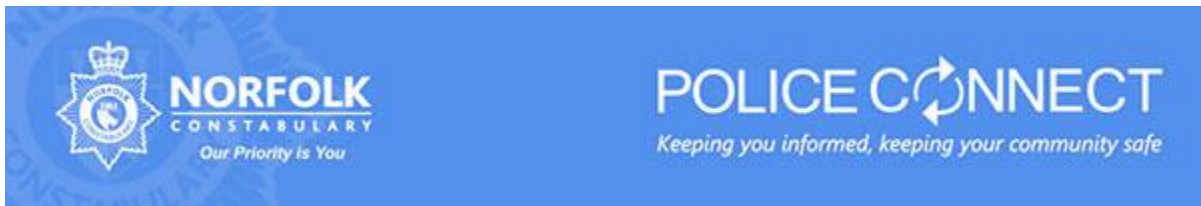


The following is a Police Connect message.



Rogue Trader Alert – Doorstep Cold Callers offering ‘roofing work’

We are warning residents to be on their guard after receiving further reports of doorstep cold callers offering roofing services, this time in the North Norfolk area.

The reports were of men cold calling at properties offering to undertake 'roofing repairs'. The trader was previously seen to be using a sign written white Ford Transit van.

Trading Standards advises NEVER to deal with anyone who cold calls at your property offering to undertake work on or around your property.

Anyone concerned about possible rogue trader activity in Norfolk can contact Trading Standards 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.

Scam Alert – Telephone cold calls claiming to be from DWP

We are again receiving reports from Norfolk residents about telephone cold calls claiming to be from Department of Work and Pensions (DWP).

The caller said they were part of the DWP and will be removing a sum of money from the resident's account. The caller asked for bank details and National Insurance number.

We always advise to be very wary of any approach made by a telephone cold call. If you receive this type of call our advice is DO NOT interact with the call and HANG UP immediately.

You can report suspected scam telephone calls to us via our partners the Citizens Advice consumer helpline on 03454 040506.

Scam Alert – Telephone cold calls claiming to be from

British Gas

We have received reports from Norfolk residents about telephone cold calls claiming to be from British Gas. The caller stated that the resident's meter needed replacing and to 'book an appointment'. Once the appointment was booked the caller asked for bank details as they 'could get some money back'. The resident hung up and called British Gas who confirmed that this call was not legitimate.

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 British Gas DO NOT give or confirm any personal or financial details, hang up, wait five minutes and then contact British Gas directly.

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 about ‘your car insurance’

We have received a report from Norfolk resident about telephone cold calls claiming to be from a car insurance company. The caller requests you to provide your bank details over the phone so they can arrange to take payment.

We always advise people to be very wary of claims made during telephone cold calls, particularly if they are requesting bank details. If you receive this or a similar call our advice is **do not** interact with the call and **hang up**.

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 ‘your IP address has been compromised’

We are warning about telephone cold calls delivering a recorded message claiming your 'IP address has been compromised and is at risk over the next 24 hours' and to 'press 1 now to be connected to an engineer'.

These calls are not genuine and are likely to be used to seek remote access to computers, gather personal, account or financial details or attempt to take payments.

If you receive one of these calls DO NOT press any keys if prompted, hang up and report it to Action Fraud on 0300 123 2040.