

# TS Alert!

21<sup>st</sup> June 2013

*Did you know that you can view the latest three alerts on our website?  
Just follow the link!*

<http://www.surreycc.gov.uk/business-and-consumers/latest-news-for-business-and-consumers>

## Rogue Traders

- Reports of cold callers in the Epsom area offering to clean driveways and starting work without even getting the go-ahead!
- In the Sunbury area it seems that the rogues have been observing exterior home maintenance work being carried out and then calling upon the resident a few days later giving the impression that they are from the original company and that they needed to finish off some work -at the same time charging extra and claiming additional work needed to be carried out!
- 'Free' alarm installations have being offered in the Cobham area recently - NB They are NOT free as you will more than likely have to pay for an expensive maintenance contract (If you are considering getting an alarm installed we recommend you research the company before agreeing to a sales visit).

***Why not display one of our No Cold Calling stickers to deter the rogues from knocking on your door and to remind yourself to say NO to their persuasive tactics! You can pick one up from your local library, police station, council offices or you can call 03456 009 009 to request one.***



Why not use a recommended trader that has been vetted and approved by Trading Standards!  
You can search by area and trade sector on  
[www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk)



## **HMRC Tax Rebate Scam**



HMRC will NEVER inform you of a tax rebate by email and will NEVER ask you to disclose personal information by email. Please also be aware that links may take you to bogus websites and attachments may contain viruses so don't open them!

For further information specific to this type of phishing email you can visit the HMRC website [www.hmrc.gov.uk/security](http://www.hmrc.gov.uk/security) where they give examples of the scam emails being sent!

You can report fraud, including online or internet crimes on the [Action Fraud website](http://www.actionfraud.police.uk)

## **Safe Online Banking**

More than 26 million people in the UK bank online - so that's 26 million of you that need to be wary of fraudsters trying to gain access to your account!

There is a great website <http://www.banksafeonline.org.uk> that gives tips on how to stay safe and explains the differences between phishing, vishing and smishing!

We recommend that if you have received such a scam email, either from a bank or unknown company that you forward the information to Action Fraud [http://www.actionfraud.police.uk/](http://www.actionfraud.police.uk) If the scam email mentions a bank you may also want to notify them directly (whether you bank with them or not) using the following addresses.

<a href="mailto:internetsecurity@barclays.co.uk">internetsecurity@barclays.co.uk</a>	<a href="mailto:emailscams@lloydstsb.co.uk">emailscams@lloydstsb.co.uk</a>
<a href="mailto:security@halifax.co.uk">security@halifax.co.uk</a>	<a href="mailto:phishing@hsbc.com">phishing@hsbc.com</a>
<a href="mailto:phishing@rbs.co.uk">phishing@rbs.co.uk</a>	<a href="mailto:phishing@natwest.com">phishing@natwest.com</a>
<a href="mailto:ihaveeenascam@cooperative.co.uk">ihaveeenascam@cooperative.co.uk</a>	<a href="mailto:ive seen a scam@smile.co.uk">ive seen a scam@smile.co.uk</a>
<a href="mailto:ive seen a scam@smile.co.uk">ive seen a scam@smile.co.uk</a>	<a href="mailto:internetsecurity@barclays.co.uk">internetsecurity@barclays.co.uk</a>
<a href="mailto:phishing@nationwide.co.uk">phishing@nationwide.co.uk</a>	<a href="mailto:phishing@santander.co.uk">phishing@santander.co.uk</a>
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<a href="mailto:reportphishing-yb@ybonline.co.uk">reportphishing-yb@ybonline.co.uk</a>	<a href="mailto:reportphishing-cb@cbonline.co.uk">reportphishing-cb@cbonline.co.uk</a>

## Recalls

To our knowledge there have been no product recalls in the past week - however, this could change so why not bookmark these three sites and make a point of checking them!

<http://www.tradingstandards.gov.uk/advice/advice-recall-list.cfm>

<http://recalluk.com/>

<http://www.food.gov.uk/>

If you are on Twitter or Facebook– perhaps you would like to join in with the Trading Standards thunderclap!

With recent media attention that highlighted the dangerous domestic appliances that were the cause of some devastating house fires we are asking our followers to 'Check It'.

If we all shout about the message at the same time on Tuesday it may just save a life!

<https://www.thunderclap.it/en/projects/2405-check-it-tuesday>

The Electrical Safety Council (ESC) says one person is killed every seven days by an electrical accident and 350,000 people are injured annually, partly because of a “shockingly low” response to product alerts.

The charity found the average success rate of a product recall is just 10%-20%.

With around 400 products recalled each year and manufacturers making hundreds of thousands of items, it is thought millions of dangerous items stay in people's homes.

Research by the ESC shows almost two million adults have knowingly ignored a recall notice and a further one million admit owning an electrical item that has been recalled.



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**All reports of frauds or scams can be reported to us via the Citizens Advice Consumer Helpline on 08454 04 05 06 or online via their [website](#)**

**For Textphone please dial 18001 followed by 08454 04 05 06**

You have been sent this information as a subscriber to **Surrey County Council's Trading Standards Service** TS @lerts. If you wish to stop receiving these please email: [trading.standards@surreycc.gov.uk](mailto:trading.standards@surreycc.gov.uk) and type 'TS @lert stop' in the subject line

OR

Reply to the person who forwarded you this email if it wasn't sent direct from us



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