

Neighbourhood Watch

Here are some top tips to protect yourself from fraud ::-

1. **Never** disclose your full Online Banking PIN or password to anyone over the phone, by text or via email, even a caller claiming to be from your bank or the police
2. **Never** disclose your card reader codes, app passcode or activation codes to anyone
3. **Never** transfer money from your account, either online or in branch, after being instructed to do so by an unsolicited caller
4. **Never** allow remote access to your computer when someone calls you unexpectedly
5. **Always keep** your contact information up to date so you can be reached if suspicious activity is seen on your account

Scam report

Lost/Stolen Passports Campaign - Her Majesty's Passport Office and Action Fraud have teamed up to urge people to report their lost and stolen passports to prevent these documents from being used to commit identity crime. On average people wait 73 days before making a report. Once a passport is reported as lost or stolen, HM Passport Office cancel it, and share the information within 24 hours with the National Crime Agency.

Fake EE Text Messages - these fake text messages purport to be from EE and claim that you have not paid a bill. The link in the message leads to a phishing website designed to steal your EE account login details, as well as personal/financial information. Don't be tricked into giving a fraudster access to your personal or financial details.

Tax fraud arrests scam - a number of residents have reported bogus phone calls from fraudsters claiming to be HMRC. The callers attempt to scare residents by suggesting they have committed tax fraud, and a warrant has been issued for their arrest. They then demand the resident pays a fine/tax owed.

Bitcoin investment scams - a resident reported losing over £3000 after being cold called and offered an opportunity to 'invest' in Bitcoins via an online platform. The resident transferred the money, which was then immediately withdrawn by the fraudsters.

Free solar panel 'health check' - owners of solar panels are warned to beware of letters and cold calls from bogus/high pressure companies offering solar panel 'health checks' that are in reality an opportunity to sell the resident highly priced and unnecessary warranties and additional solar panel equipment.

Bogus BT callers - attempts are being made by fraudsters to obtain the banking details of residents by making calls falsely claiming to be BT and other telephone service providers. The fraudsters telephone unsuspecting consumers, claiming that their broadband speed is not as fast as it should be and offering them £200 refunds. They then ask for bank details so that they can 'pay the money in'. In reality, bank details stolen in this way are used for criminal activity. Never provide personal or financial information to people who cold call you, either over the phone or on the doorstep.

Trading Standards Service :: Tel: 01926 414039