

Medical scams Vitamins, supplements & 'miracle' cures

Alert 2.14

29 September 2021

Bromley Trading Standards are advising residents to be wary of phone calls claiming to be from a local healthcare provider or GP surgery and attempting to sell health supplements or other 'miracle' cures.

Cold callers may know some personal or even medical information and use this to persuade you that they are calling in connection with your genuine healthcare provider. They claim that you need to purchase additional medication or supplements to improve your condition but instead gain access to your financial information including your bank card details. They can be very persistent.

Healthcare providers such as Bromley Healthcare or your GP surgery **do not** contact people to sell products over the phone.

The products can be very expensive and regular payments may be taken from your account without your permission.

Also be wary of emails or when browsing online, of adverts promoting vitamins or 'miracle' cures. Some appear to be endorsed by celebrities but their name is likely to have been used without their knowledge or permission.

There are no guarantees that you will get the products you have paid for, and if they do arrive, they may not have been properly tested, could have unproven claims about their effectiveness and even be harmful or conflict with genuine medication prescribed by your healthcare provider.

If you receive a cold call:

- ✓ **HANG UP** immediately – then, wait a good while or use a different phone to contact your healthcare provider to check whether the call was legitimate. Use a trusted number from a letter or *Contact details* on their website. Do **NOT** rely on anything provided by the cold caller.

- ✓ Keep your personal and medical information to yourself – never confirm or provide your details during an unsolicited call
- ✗ Knowing your name, address or some of your medical information does **NOT** mean the caller is genuine or works for the organisation they claim to be from
- ✗ Healthcare providers will never call and ask for your PIN or bank card details

For more information visit:

[Medical scams | Action Fraud](#)

[Cyber criminals using celebrities for online scams - NCSC.GOV.UK](#)

If you think you have been targeted by a scam:

- **Contact** your bank as soon as possible
- **Contact** the healthcare provider you believed were contacting you – remember to use a different phone or call a friend to check the line is clear
- **Tell** someone you trust so they can help you to get the help you need
- **Call** Citizens Advice for advice and guidance **0808 223 1133**
- **Report** to Action Fraud on 0300 123 2040 or www.actionfraud.police.uk

Suspicious emails: report to the Suspicious Email Reporting Service by forwarding the email to - report@phishing.gov.uk

Suspicious text messages: forward to your service provider on **7726**.

Please share with family, friends, neighbours, colleagues & clients
Read it. Share it. Prevent it

REPORT

Protect others by reporting incidents.

Report to Action Fraud on 0300 123 2040 or www.actionfraud.police.uk

If you have given out your bank details, contact your bank as soon as possible.

You can also visit www.Bromley.gov.uk/scams