THE LONDON BOROUGH
www.bromley.gov.uk

TRADING STANDARDS ALERT!

Newsletter

Alert 3.0
October 2021

Welcome to TS Alert! - October Newsletter.

Since our last newsletter in June we have issued 15 specific Alerts! to warn readers about emerging scams including doorstep crimes & cleaning, imposter phone calls, medical scams and the new 159 Bank Check number.

In this newsletter the scams we are highlighting include DVLA and missed delivery texts; there is a new way to report suspicious websites, and you can request the team visit your local groups or meetings to give a talk on scams - how you can protect yourself and your families.

Phishing scams like most other scams, are variations on a theme, with a common aim to gain your personal details, your money and possibly download malware (a virus) onto your devices. The National Cyber Security Centre has information to help deal with scams Dealing with suspicious emails and text messages - NCSC.GOV.UK Here are some of those currently circulating:

DVLA Scams

There are reports of DVLA phishing emails circulating.

These are emails which contain links to phishing sites which gather personal and financial information. Recent emails talk about 'enforcement action' and 'not adhering to the terms of the Direct Debit guarantee' in order to encourage people to act on the email. Further information and examples can be seen here:

Vehicle tax phishing emails remain a threat

'Friend in need' scams

Be wary if you receive an email from a friend asking for help. There are reports of people's email accounts being hacked which results in scammers sending random emails to all the contacts in their address book, invariably asking for money and help.

There may be links that they are asking you to click – DON'T! If you don't want to ignore the request 'just in case', phone your friend to check it's genuine.

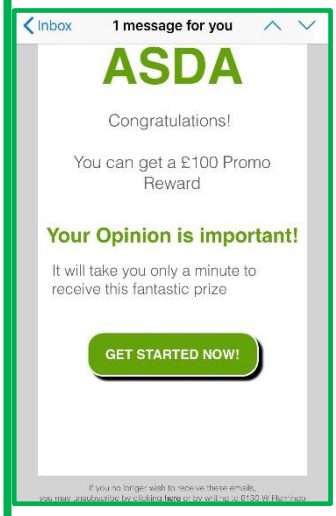
If you would like to receive Trading Standards Alert! direct to your inbox please visit www.bromley.gov.uk/scams and complete the online form.

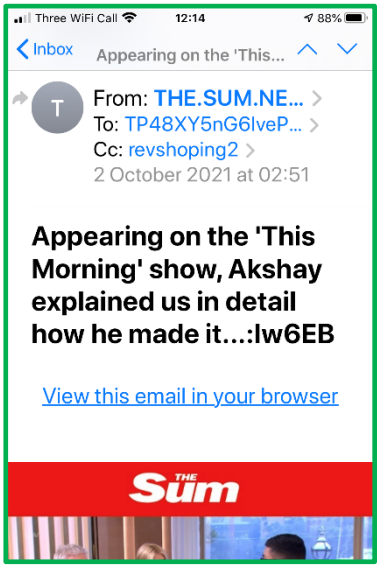
Phishing emails

Emails received by members of the trading standards team include promotions, celebrity endorsed investment opportunities and '**protection** from viruses'!

Clicking on any links could download malware onto devices which steal sensitive information.
Always look closely at who it's 'From' to help identify the sender and whether it is from a genuine organisation.

Block senders and delete emails.





HMRC warns students of scams

HMRC are warning students to be wary of potential scams, especially if they have a part-time job and are new to interacting with the department.

Students may be unfamiliar with contact from HMRC which could make them vulnerable to scams.

Between April and May this year 18–24-year-olds reported over 5000 phone scams to HMRC.

Fake tax refund scams arriving by text or email, could download dangerous software onto devices which could then gather personal data or lock the recipient's machine until they pay a ransom.

More information can be found here:

HMRC warns students of scams | Action Fraud

More information on how to recognise genuine HMRC contact

Check a list of genuine HMRC contacts - GOV.UK (www.gov.uk)

Missed Parcel delivery texts

Criminals are tricking people into downloading a malicious app by sending a convincing looking text message.

Well known delivery firms including Royal Mail, DPD and Hermes appear to be sending missed delivery text messages. If downloaded the app contains spyware which can steal banking details, passwords and other sensitive information.

The National Cyber Security Centre has some guidance here

Fake 'missed parcel' messages: advice on avoiding banking... - NCSC.GOV.UK

If you would like to receive Trading Standards Alert! direct to your inbox please visit www.bromley.gov.uk/scams and complete the online form.

Loft insulation scams:

Residents have reported being cold called and told condensation levels need to be checked in their loft.

Experience shows that if you agree to the survey, they will book somebody in to come and have a look and its highly likely that they will find problems and then proceed to do the work for you at in inflated price. They may also attempt to gather personal information including home ownership status.

If you are contacted 'out of the blue' - Hang Up immediately and make some enquires yourself if you are concerned. Never give or confirm any personal details.

Doorstep crimes are continuing with driveway cleaning, roofing work and garden services prevalent. Trading Standards remind residents:

Don't deal with doorstep callers

Do seek recommendations, references and get 3 written quotes.

Trading Standards Rapid Response
07903 852090

NEW Suspicious website reporting

If you have visited a website that you think is trying to scam you, you can now report it for investigation.

Scammers operate fake websites which will download viruses or try to steal your passwords or other personal information.

By reporting to the National Cyber Security Centre, you can help stop cyber criminals and protect others online.

Report a suspicious website - NCSC.GOV.UK

Talks by Trading Standards

Would you like a member of the Trading Standards team to visit your group or meeting to talk about scams and doorstep crime?

Find out about current scams, how to protect yourself, family, and friends from scams, what to do if you're the victim of a scam, how to get help and support and who to report scams to.

You can request a talk by emailing trading.standards@bromley.gov.uk

Please provide the following details:
the name of your group,
approximate number of attendees,
the meeting place,
and suggest several dates,
along with your contact details
including your name,
email address,
landline and mobile phone numbers.

We look forward to hearing from you.

We are proud to be supporting Friends Against Scams –
make sure you are scam aware, take the online awareness session at
www.FriendsAgainstScams.org.uk/elearning/bromley

If you would like to receive Trading Standards Alert! direct to your inbox please visit www.bromley.gov.uk/scams and complete the online form.

If you think you have been involved in a scam, provided your personal or financial information, or allowed someone access to your computer:

- **Contact your bank as soon as possible, especially if you have lost money or given your bank details.**
- Tell someone you trust so they can help you to get the help you need
- Call **Citizens Advice** if you need advice and guidance **0808 223 1133**
- Report to **Action Fraud** on 0300 123 2040 or www.actionfraud.police.uk
- Consider changing your passwords and having your devices checked by a professional if you think the scammer may have had access to your computer, mobile phone, tablet etc.

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

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

As of 30th September 2021, the number of reports received stand at more than **7,700,000** with the removal of more than **64,000** scams and **119,000** URLs.

NEW - Suspicious websites: Report a suspicious website - NCSC.GOV.UK

Please share with family, friends, neighbours, colleagues & clients

Read it. Share it. Prevent it

REPORT

Protect others by reporting incidents.

If you or anyone you know have been affected by fraud or any scam report it to Action Fraud by calling 0300 123 2040 or visiting www.actionfraud.police.uk

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

If you would like to receive Trading Standards Alert! direct to your inbox please visit www.bromley.gov.uk/scams and complete the online form.