

TS Alert Incident Form

Sent By

Trading Standards
Telephone 08454 040506
Email tsadvice@kent.gov.uk
www.kent.gov.uk/business/trading_standards.aspx

(GPWK365720)RS

Message

Incident Date

21/1/2013

Area

Birchington, Kent

Target

Kent Residents

Description of People/Vehicles Involved

Telephone call to consumers claiming to be from the Office of Fair Trading calling from the number 0121 732 9999.

Description of Incident

Kent Trading Standards have been made aware of a scam telephone call made to consumers whereby the caller claims to be from the Office Of Fair Trading telling the consumer they owe £100,000 and asking for personal details such as the consumer's bank details.

What action should be taken (please indicate whether or not a response is requested and include clear contact details where appropriate)

Don't be fooled by this scam. These callers have no connection with the Office of Fair Trading or any other government organisation.

These types of callers have tricked and harassed victims into handing over hundreds of pounds, only to find that the call was a scam. No government body would ever call asking for personal bank details, offering money back on bank charges, credit card charges or mis-sold Payment Protection Insurance; or asking to send money via Western Union.

Kent Trading Standards advises consumers to:

- Take your time – don't be pressured into making snap decisions. Discuss it with family or friends or contact the Citizens Advice Consumer Helpline on 08454 040506.
- Protect your financial information – never give personal information, including your bank details to someone you don't know or trust.
- If in doubt, hang up the phone
- If you think you've been a victim of a scam – don't feel embarrassed or suffer in silence.

Phone calls such as this should be reported to Action Fraud on 0300 123 2040 or via the Action Fraud website on www.actionfraud.police.uk or to Trading Standards via the Citizens Advice Consumer Service on 08454 040506.

Expiry Date

The normal period for validity of messages will be seven days

Distribution

Messages are not confidential and can be used for public distribution

Signed

G Powell

Date

25/1/2013