



- A local NHW member received a letter purporting to come from the People's Postcode Lottery, advising them that they had won £46,000.

**The People's Postcode Lottery scam is still about.
If you receive a copy of this letter please just ignore it as unfortunately you haven't won a cash prize, it's a scam to get an admin fee and your personal banking details.**



- A local co-ordinator has received a letter purporting to be from the Business Relations Manager at China CITIC Bank in Hong Kong. The letter states that they have an account for a large sum of money, the owner of which has died intestate and they have failed to locate any relatives of the deceased. They go on to suggest they can have the recipient of the letter presented as the only living next of kin to the late account owner and that the money would be released to them and they could share it with the sender of the letter!

Please do not respond to any letters or emails of this kind – they are scams.

- A local NHW member received an email, which appeared to have come from Apple, saying that he had taken out a membership for Apple Music and requesting a payment of £49.99. It also suggested that this would be a monthly payment. He rang Apple who told him that it was a phishing email and that he should forward it to them, then delete it.

Don't follow any links sent in generic 'Dear Customer' or 'Dear (& your email address)' style communications. Always use a link you know to be genuine to log into any online account.

- A local NHW member received a phone call from a health care company who said they were contacting people in the area. They knew her name and address. Despite telling them that she did not need any assistance from them they said that someone would be calling on her later in the day and someone did arrive at the stated time. By this time the resident had contacted a family member who told them they were not welcome.

There have been numerous reports of cold callers selling mobility aids to older consumers. Worryingly, the callers are arranging appointments for sales reps to visit when the potentially vulnerable customers are alone.

The telephone callers are very insistent and will try to establish when the consumer will be home alone and time the sales reps visit accordingly. Presumably this tactic is used to give the sales person the best chance of a sale.

If you are called out of the blue by anyone selling anything, always be extremely cautious. Join the Telephone Preference Service (TPS) at <http://www.tpsonline.org.uk/> or by ringing 0345 070 0707 and if you are getting plagued by calls consider investing in a call blocker.



- The HMRC scam is still being reported – a local resident had a call from a 0200 number stating it was HMRC and that they were compiling a case against him and asked him to press 1 to be put through to an advisor.
- A Blackpool Co-ordinator received a phone call saying that her internet was being used by someone else and they needed some information from her. He asked for her date of birth. When she told him that she had no banking information on the internet, he hung up.
- The 'Talk Talk' scam is still about - a Poulton resident was recently called by a male claiming to be from 'Talk Talk' who managed to gain access to their computer. He then said he had accidentally deposited £2200 into the resident's bank account instead of £200 and requested the £2000 back. The resident contacted their bank who confirmed that an attempt had been made to take money from their account but it had been blocked by the bank as an unusual transaction.
Remember – Microsoft, Talk Talk, etc., will never contact you in this way. So never give access to your computer. If someone gets remote access they could install spyware to watch your every move and steal your confidential information, including banking details and passwords.
- A large number of people are being sent an email offering a refund for over payments of TV licence fees. The email states that bank details need to be updated before the refund can be released. The email then directs people to a fake webpage with a form to enter details. This is another ploy to get your hard earned money.
If you get the email delete it. If you think you are owed a refund on your TV licence, then apply at <http://www.tvlicensing.co.uk>.
- A Co-ordinator in Blackpool received an email to say they would receive a large sum of money monthly for the next four months but they needed to send their bank details, etc., so they could proceed with the gift they had won.

Be careful who you give personal and financial information to. These scams are designed to steal your personal information and could leave you vulnerable to other types of fraud that include identity theft.

Cold Callers

- There have been reports in the Lancaster and Morecambe areas recently of males and females calling door to door claiming to be deaf and selling paintings for various reasons. This is believed to be a scam - the caller will hand over a note to you stating they are deaf and that they would like to sell you a hand drawn picture/painting. Victims will pay in the region of £10-£15 for one and later discover it to be a photocopy. The 'artists' prey on people's compassion to get them to part with their money, mainly targeting older or vulnerable people.
- Recent report from a NHW Co-ordinator in Fleetwood of two males calling door to door asking if residents want to sell gold.
- Recent report from a resident in Fleetwood of people calling door to door trying to sell knives.
- Report in the Knott End area of door to door callers in a small white van, sign written with 'Kirby Van Hire'. One resident reported that one of the callers forcibly handed her some cleaning products and told her that they needed to come into her house. She told them to leave.

Trading Standards advice is never buy goods on the doorstep. If you are suspicious of any activity report it to the Citizens Advice Consumer Helpline on 03454 040506 or contact the police on 101.

Residents should take basic crime prevention measures and be on their guard against cold callers of any nature:

- **Ensure you keep your front and back doors locked – even while you are at home.**
- **Please also be vigilant when answering your door – always use a door chain and don't let any strangers into your house.**
- **If you feel threatened by a caller, always call the police on 999.**

If you have any doubt about who is at your door, DON'T ANSWER IT.