



**Lancashire
Constabulary**
police and communities together

Recently we have been receiving reports regarding scams and unwanted doorstep callers. It's important to remember that most callers at the door are genuine but please read some common scams that are around at the moment.

Microsoft windows

Usually the scammer will call you and ask for a name they will tell you they are a computer expert from Microsoft or Windows. They say your laptop or PC has been infected and you need to get to it immediately. Some scammers will then gain remote access to your device or ask you to download a fix tool or they may offer you a lifetime of protection from virus asking you for payment.

No legitimate IT company will ever call in this way as they can't tell your computer is infected. If you do receive these calls put the phone down straight away but if you do manage to get details of the caller please report this to action fraud on <http://www.actionfraud.police.uk/> or 0300 123 2040

If you have been a victim of this please change all personal data, passwords and usernames. If you use the computer for banking or payment I would also suggest contacting the bank to watch out for suspicious activity. It would also be a good idea to get up to date security software on the device to scan and cleanse it.

National grid

We have also received reports that people have had visits at their homes from someone claiming to be from National Grid. They are saying there is a problem involving your home and they need to come in and sort it. If this happens ALWAYS request to see identification the call National Grid Customer Service Department on 0800 096 5678 and ask them to confirm the worker before letting them enter your home. If it's a different utility company do the same and don't take the number from the worker look it up in a phone book or another reliable source.

People are also calling to say they need to do energy checks on your home again confirm the identity with the company before letting anyone enter your home.

Don't ever sign anything at the doorstep unless you had time to read the document fully, you might be signing up to a contract. Also if they say they won't leave until you've signed call the police. And remember energy companies will never ask you to pay cash upfront so don't hand over any money.

Insurance

After you've bought a new device maybe a mobile phone or a TV you might get a phone call from a company offering you insurance. The company may claim to be linked to your phone or TV provider however if this is a lie it could leave you out of pocket with no protection. When buying insurance always check the company is registered with the Financial Conduct Authority if the company aren't registered you won't be protected by the financial ombudsman service if you have a problem with the insurance. To check if a company is authorised look at the register on FCA website or contact the consumer helpline on 0800 111 6768. If they say they are linked to your provider ask them to supply you with details such as your account number, how long you've been a customer, the type of phone/TV you purchased or the date your contract started.

I have recently received various reports into myself regarding Neighbourhood Watch Coordinators receiving phone calls saying they are due PPI repayments- they have later found this is a scam. One coordinator also sent me a spam email he received asking him to click on a link, if you are unsure where the email has come from please don't click on the links. And always make sure if you have been a victim to report to the police on 101 or www.doitonline.co.uk

PLEASE REMEMBER:

DO NOT LET UNINVITED GUESTS INTO YOUR HOME

NEVER AGREE TO WORK BEING DONE AS A RESULT OF A COLD CALL

CHECK THE IDENTITY OF ALL CALLERS – USING THE PHONE BOOK NOT THE NUMBER ON ID CARD

Useful contacts:

Citizens advice consumer helpline- 08454040506

<https://www.fca.org.uk/>

www.safetrader.org.uk or call 03033331111

www.ourwatch.org.uk

<http://www.actionfraud.police.uk/>

If you want to know who your local Neighbourhood Watch Executive Committee representative is please get in touch via sam.blincow@lancashire.pnn.police.uk or 01253 604134

Thanks

Sam Blincow (Neighbourhood Watch Liaison Officer) & Dave Spindley (Police Volunteer)