

★ JOIN THE FIGHT ★

Suffolk Consumer Champion

Weekly Bulletin

01/12/2017

This week's top features



Loneliness And Scams

In the run up to Christmas (starting on Monday 4th December) we will be focusing on how loneliness in the elderly makes them more vulnerable to scams. We'll be calling on the residents of Suffolk to show some Christmas spirit, and for them to think of ways that they

could help someone who might be lonely.

Small acts of kindness might just help prevent someone they know from being scammed, or may encourage that individual to open up to them about how they are being scammed, so they can step in and help.

We will be sharing lots of tips via social media (on our [Twitter](#) and [Facebook](#) accounts) and in the press, as well as sharing details of any local initiatives that can help support those that might be lonely.

- **Lonely people are four times more likely to fall victim to scams, research shows.**
- **Four in five of those polled said they had felt isolated and more than a third of that group had been a victim of fraud.**
- **This compares to about one in ten victims who did not feel lonely.**

If you know of a local organisations or schemes that you feel we should promote, please email Sasha on tradingstandards@suffolk.gov.uk

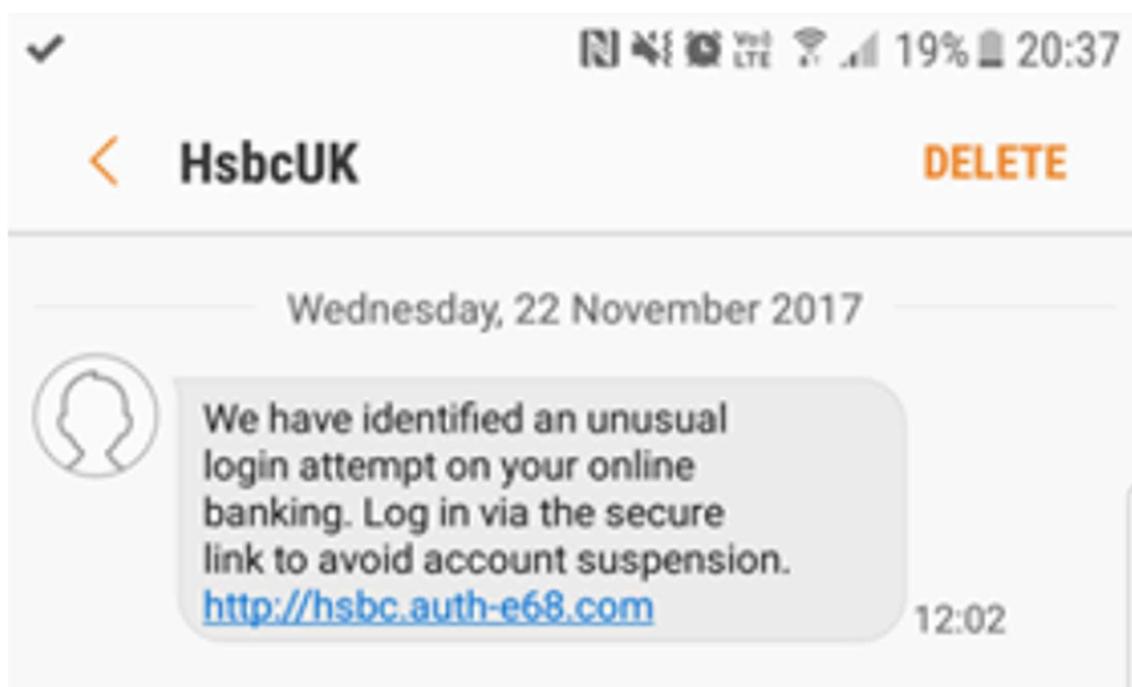


Rogue Fish Sellers

The rogue fish sellers appear to be back in the County. This week we have received reports of them being in Ipswich.

Trading Standards regularly receive calls from home owners who have been duped or bullied into spending large amounts of money on poor quality and misdescribed fish, sometimes not even fit for consumption.

These traders travel nationally, cold calling consumers' homes selling the fish. This is often misdescribed, mislabelled or unlabelled, overpriced and sometimes underweight. They are targeting vulnerable consumers and using high pressure sales techniques. [More info here.](#)



Scam Text Messages

Please beware of these SCAM text messages that are being received. The link takes you to a fake website that asks you to fill in personal details.

If you weren't paying close attention, it might look like it's been sent from HSBC.

What's more, the fake link the scammers ask you to click on looks believable and there are no spelling mistakes (although there are clear grammatical errors).

The messages are sent out randomly so they aren't specifically targeted at HSBC customers. However, the law of averages mean some who bank with them will receive the

'alert'.

These banking scams are incredibly commonplace. The advice for staying safe is always the same, regardless of which bank is mentioned: just ignore and delete the message.

If you're worried your account might actually have been fraudulently accessed, NEVER click on a link or call a number contained in the message. Instead, look up your bank's details separately – either on an earlier bank statement or via a search engine – and contact them that way.

If you receive a similar text message, [report it to Action Fraud here](#).



Top Tip

An increasing number of Christmas cards are being sent via email. Many are genuine; however, be aware that cyber-criminals are creating their own versions.

- Delete anonymous e-cards.
- Make sure your anti-virus is up to date.
- Contact your banks and change passwords if you think you have been infected.

Events We Are Attending

Come and see us at the following events:

1st December 2017 - [Older Persons Fair, hosted by Jo Churchill MP](#)

1st December 2017 - Scams Awareness - Natwest Bank, 53 London Road North, Lowestoft

7th December 2017 - Scams Awareness - Barclays Bank, 58 High Street, Newmarket

[Product Recalls](#)

[Fraud and Scam Advice](#)

[Consumer Rights](#)

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