

Your latest bulletin from Suffolk Trading Standards

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 Suffolk Consumer Champion
Weekly Bulletin



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This week's top features



Beware of scam energy saving calls!

It is getting to that time of year when we are all starting to think about turning the heating on. Inevitably that means that we at Trading Standards start to receive calls from residents who have been approached by possible scammers. Today we received a call from someone who was concerned they had been contacted by a scammer who was offering a

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Our advice is to never agree to anything, including a home visit, when approached by a cold caller on the phone, at your door or via email. Do your research first, and find out if it is a product or service that you want or require.

You may be entitled to a grant to help you with the cost of energy improvements on your home, but don't trust a cold caller who advises you that you are.

In Suffolk you can contact Suffolk Energy Action locally on 0345 0371234, or call Simple Action Energy on 0800 444202. Both will be able to clarify the current grants available, and what you may be eligible for. More information can be found here: <https://www.simpleenergyadvice.org.uk/>

The Government's Green Homes Grant vouchers are now available, and you can find out our more about the scheme, and if you can apply here: <https://greenhomesgrant.campaign.gov.uk/> The scheme specifically bans uninvited callers to your property or cold calling on the phone to encourage you to join the scheme.

Traders who wish to carry out work under the Green Homes Grant scheme MUST be registered with TrustMark.

Report all scams and rogues to us via Citizens Advice Consumer Service on 0808 223 1133.



Have you been approached by a doorstep caller this week?

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properties in a No Cold Calling Zone (Heldhaw Road). The trader was male with a pick up truck, that had a chipper on the back.

If you are able to supply us with any further details, please call Citizens Advice Consumer Service on 0808 223 1133.



Yet another fake Center Parc Page has been spotted on Facebook, offering a holiday to 25 people who share the competition.. There is NO free holiday!! This is a fake competition on a fake page, run by criminals.

The page has been set up by scammers for 'like-farming', using your interaction to harvest personal data.

Before liking a page, especially a big business like Center Parcs, check if it has a blue tick.

This means the page has been verified by Facebook. You can also look at the Page transparency to see when it was created. The real Center Parcs page was created in August 2010. This fake page was created on 10th September 2020.

Don't just look at the competition post. Look at the page history, and the other posts on the page. Does it look genuine?

If you come across a fake page on Facebook, report it by going to the page and tap *** from the top right and select "Give feedback or report this Page". Select "Scams and Fake Pages".

Fake promotions or competitions on Facebook typically urge users to either engage with a Facebook post (e.g. share and comment) to win a prize, or click a link to claim a prize. Or possibly both.



The fish sellers are back! We have received reports of fish/meat sellers calling at properties in Mid-Suffolk.

If you are approached, please do not deal with them, and report to us via 0808 223 1133.

These traders travel nationally, cold calling consumers' homes selling the meat and fish.

This is often misdescribed, mislabelled or unlabelled, overpriced and sometimes underweight. They usually use Transit-style vans which may not be refrigerated.

Our advice is not to purchase!

Neighbourhood Watch Schemes in Suffolk

To find out if there is a neighbourhood watch scheme in your area, you can enter your postcode below to see a map of registered schemes closest to you.

To join an existing scheme, please make contact with the scheme coordinator.

To create a new scheme, please follow the guidelines on the "[Join Us](#)" page of our website.

Is there a Neighbourhood Watch scheme in your area that you could join?

If you don't find one, you could always consider starting your own!



Lidl are recalling the SILVERCREST 2 in 1 Cordless Vacuum Cleaner and Battery/Charger due to a **fire risk** when in use and when charging.

Neither the vacuum cleaner nor the battery or charger should be used.

If you have bought the above mentioned product, and are already making an essential trip to a Lidl GB store you can return the item to the store for a full refund, with or without a receipt. Alternatively, please dispose of the product and email customer.services@lidl.co.uk including a photo of the affected product. The Customer Services team will process this refund via letter.

Any customers with queries or concerns can contact Lidl Customer Services on 0370 444 1234

Friends Against Scams aims to protect and prevent people from becoming victims of scams.

STOP. Be aware of people offering or selling:

- Virus testing kits
- Vaccines or miracle cures – there is currently no vaccine or cure.
- Overpriced or fake goods to protect yourself from coronavirus such as anti-bacterial products.
- Shopping or medication collection services.
- Home decontamination services.

CHALLENGE. Question communications and encourage others to do the same.

- Don't be rushed into making a decision. If it sounds too good to be true, it probably is.
- Only purchase goods and services from legitimate retailers and take a moment to think before parting with money or personal information.
- Don't assume everyone is genuine. It's okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you. If in doubt, speak to someone you trust.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to pressurise you into accepting a service they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.

Be a good Friend, help to protect your family, friends and neighbours from scams.

Read it. Share it. Prevent it.

#ScamAware
#Coronavirus



PROTECT. Contact:
 If you think you have been scammed, contact your bank first.
 For advice on scams, call the Citizens Advice Consumer Helpline on **0808 223 11 33.**
 To report a scam, call Action Fraud on **0300 123 2040.**

NATIONAL TRADING STANDARDS
 Scams Team

To learn more about different types of scams, visit: www.FriendsAgainstScams.org.uk

Product Recalls

Fraud and Scam Advice

Consumer Rights

Friends Against Scams

Become a Consumer Champion

Become a Business Champion

If you need advice, or want to report a scam or rogue trader, call us via 0808 223 1133.



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