

★ JOIN THE FIGHT ★

Suffolk Consumer Champion
Weekly Bulletin

24/03/2017

Welcome to the new Join The Fight weekly email. We have changed our email provider, and as such the style of the email has changed slightly. We would be very grateful for any feedback that you have on tradingstandards@suffolk.gov.uk

This week's top features



Fake Facebook Vouchers

Facebook is currently awash with fake retail vouchers. At the moment the scam vouchers are targeting those that shop at Primark and Aldi, but similar scams have been seen targeting unsuspecting shoppers from Waitrose, SPAR and LIDL

Clicking on the link directs you to a survey page, which you are then asked to share on your social media pages. This then spams all of your friends with the same offer and the vicious cycle continues.

Some internet victims may have also been struck with annoying malware and viruses that are damaging to computers and laptops.

None of the Facebook users who have applied for the coupon have been given any money off their next shop.

How to avoid the scam:

- **FIRSTLY**, remember that if something seems too good to be true, it normally is.
 - Check brands are "verified" on Facebook and Twitter pages - this means the company will have a blue tick on their profile.
 - Look for grammatical and spelling errors; fraudsters are notoriously bad at writing proper English. If you receive a message from a "friend" informing you of a freebie, consider whether it's written in your friend's normal style.
 - If you're invited to click on an URL, hover over the link to see the address it will take you to – does it look genuine?
 - To be on the really safe side, don't click on unsolicited links in messages, even if they appear to come from a trusted contact.
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Bird Flu Update

We have the pleasure in advising you that the 10km Surveillance Zone, around the infected premises near Redgrave in Suffolk, has now been lifted.

APHA have confirmed that all work associated with the outbreak has been concluded, and that the local Forward Operating Base (FOB) based in Bury St Edmunds has now closed.

The Prevention Zone controls remain in place across the Country, and are still likely to be in force until the 30th of April. More information on these can be found here: <https://www.gov.uk/guidance/avian-influenza-bird-flu#latest-situation>



Homes at risk from Unsafe Gas Work

New research has revealed that almost five million people across the UK are putting themselves at risk from carbon monoxide poisoning, gas leaks, fires and explosions by employing illegal gas engineers who aren't properly qualified.

Gas Safe Register, the nation's only official legal gas registration scheme, found that nearly one in five people (19%) who employed a tradesperson to work on a gas appliance did not check their ID card or qualifications.

This comes as Gas Safe Register releases four years' worth of data from its investigations team, which searches out unqualified and unregistered gas fitters across the UK. The team found that a worrying 65% of gas jobs carried out by illegal fitters were unsafe and one in five gas appliances were so dangerous that they had to be disconnected immediately.

To keep you and your family safe, follow Gas Safe Register's top tips:

1. Only employ a legal Gas Safe registered engineer when having gas work carried out in your home. You can find a registered engineer in your area by calling Gas Safe Register on 0800 408 5500 or by visiting www.GasSafeRegister.co.uk
2. 'Trust the Triangle' and always ask to see your engineer's Gas Safe ID card. Make sure you check the back of the card, which will state which gas appliances they are qualified to work on.

3. Know the symptoms of CO poisoning; headaches, nausea, breathlessness, collapse, dizziness and loss of consciousness.
4. If you smell gas or think there might be a gas leak, call the free 24-hour national gas emergency number immediately on 0800 111 999.
5. If you suspect that someone is an illegal fitter or are worried about gas work carried out in your home, please contact Gas Safe Register.

To find out more about the dangers posed by unsafe gas appliances in your area visit www.StayGasSafe.co.uk, and to find a Gas Safe registered engineer call 0800 408 5500 or visit www.GasSafeRegister.co.uk.

Product Recalls

Fraud and Scam Advice

Consumer Rights