

Dogs, scams and livestock

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Suffolk Consumer Champion

Weekly Bulletin

25/08/2017

This week's top features



Warning about illegally imported dogs

Tomorrow is "Dog Day" and so when better to warn you about the risks of illegally imported dogs.

We know that some people are buying and selling dogs and cats that have been imported

The UK has been free from rabies for many years. However rabies is still present in many countries across the world. This is why the UK has importation controls for pet animals. These controls are designed to stop rabies and other exotic diseases from being introduced into the UK.

All dogs and cats must be microchipped and vaccinated against rabies before entering the UK. Vaccines are not effective in very young animals. Different manufacturers produce vaccines that need to be given at slightly different ages. The minimum age will be prescribed in the vaccine manufacturer's data sheet but is normally three months. In addition all dogs must be treated for tapeworm.

If your new pet is found to be illegally imported and non-compliant with disease control rules, then you may find yourself having to pay for costly quarantine and veterinary bills. If you are unable to meet these costs, this may leave Trading Standards with no option other than to euthanase (put down) the animal.

Trading Standards may conduct an investigation into potential criminal offences. You could become a witness in any further enforcement action.

[Guidelines to follow when buying a dog.](#)

IT'S A SCAM

Fraudsters want your PIN and bank card

1 A fraudster telephones you claiming to be from your bank or the police. They tell you that your bank card details have been used fraudulently.

2 They suggest that you hang up and ring the bank/police back to ensure the call is genuine. **Don't be fooled** – they stay on the line. They then tell you to read out or key in your PIN.



THE PHONE CALL



THE COURIER



THE PIN NUMBER

3 They send a taxi/courier to you to collect your bank card. With this and your PIN, they spend your money.

JUST REMEMBER:
Your bank or the police will never ask for your PIN or bank card – don't give them to anybody!

If you've been a victim of this crime call the police on **101**.



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Courier Scam

There are reports of the courier scam in operation across the UK and as such we are asking you to make sure friends & relatives are aware of the con.

How Does it Work?

The victim will receive a call from someone purporting to be from the bank or Police, who informs them of fraudulent activity on their account or that their debit/credit card is about to expire.

end the call. Therefore when the victim enters the telephone number, it will connect back to the scam caller.

The victim will be asked to cancel their card or authorise a new card, by typing their PIN number into the handset. Someone then calls to the house to collect the old card and often hand over a fake replacement bank card. Or a genuine courier is sent to collect an envelope from the consumer's home with the bank card enclosed. At this point the scammer, has the consumer's PIN number and bank card, and will proceed to withdraw money from the account.

Protect yourself against courier fraud:

- Your bank will never send a courier to your home
- Your bank and the police will never collect your bank card
- Your bank and the police will never ask for your PIN
- If you receive one of these calls end it immediately

Victim advice:

- If you have handed over any details to the fraudster, call your bank and cancel your cards immediately.
- If you want to call your bank, then do it from another telephone.
- [Report this to Action Fraud](#)

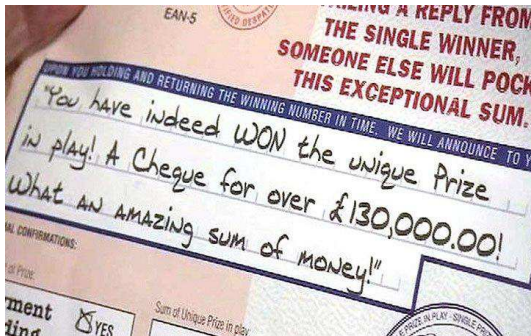


Animal Welfare

The Animal Welfare Act 2006 makes owners and keepers responsible for ensuring that the welfare needs of their animals are met. These include the need:

- for a suitable environment (place to live)
- for a suitable diet
- to exhibit normal behaviour patterns
- to be housed with, or apart from, other animals (if applicable)
- to be protected from pain, injury, suffering and disease

If you are concerned about the welfare of any livestock that you see, report it to Trading Standards via 03454 040506.



Top Tip

If you or a family member is receiving scam mail, you can report it to [Royal Mail](#).

Product Recalls

Fraud and Scam Advice

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