

Your latest bulletin from Suffolk Trading Standards

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## This week's top features



## Happy New Year

Welcome back to the weekly bulletin. We'd like to thank each and every one of you for your help in 2018, sharing information across the county.

If you don't already follow us, you can find us on [Facebook](#) and [Twitter](#) where we provide live alerts, and consumer advice, every day.

And if you're looking for a trader to kick-start a New Year's DIY transformation, we have a list of Trading Standards approved traders which can be contacted via Checkatrade. These traders have had rigorous background checks, identification checks and much more. Visit [the Checkatrade website](#) to find a trader near you.



We've received reports of individuals receiving scam emails supposedly from the TV licence.

These emails either claim that you are owed a refund, or that they were unable to take the money for your direct debit and you need to enter your bank details again.

#### **TV Licensing's tips for spotting a scam email**

- Check the email contains your name – TV licensing will always include your name in any emails they send you.
- Check the email subject line - anything along the lines of "Action required", "Security Alert", "System Upgrade", "There is a secure message waiting for you", and so on, should be treated as suspect.
- Check the email address - does the email address look like one that TV Licensing use? For example donotreply@tvlicensing.co.uk. Look closely as often the address may be similar.
- Check for a change in style - often the scammers will take the real emails and amend them. Look out for changes in the wording used, especially if it seems too casual or familiar.
- Check for spelling and grammar - are there any spelling mistakes, missing full stops or other grammatical errors?
- Check the links go to the TV Licensing website - hover over the links in the email to see their destination and check the web address carefully. If you are not sure, go directly to the TV Licensing website.
- Never provide details by email - TV licensing will never ask you to reply to an email and provide bank details or personal information.

To report fraud call Action Fraud on 0300 123 2040

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**Have you heard of the Telephone Preference Service? TPS is the official central opt out register on which you can record your preference not to receive unsolicited sales or marketing calls. It is a legal requirement that all organisations do not make such calls to numbers registered on the TPS unless they have your consent to do so.**

**Depite this, there have been instances of cold calls, supposedly from the telephone preference service, advising that subscriptions are out of date. If someone asks you to pay for a TPS, this should set alarm bells ringing.**

Never give out personal information or financial details over the phone to someone who has cold-called you. The same applies if someone calls out of the blue asking you to confirm your details. Always be certain about who you're talking to. If in doubt, hang up immediately.

If you're concerned about a call that you've received, contact us via the Citizens Advice consumer helpline on 03454 04 05 06

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# PRODUCT RECALL



Waitrose is recalling Chinese 6 Vegetable Spring Rolls because some packs may contain Duck Spring Rolls, which contain sesame and meat (duck) which are not mentioned on the label. This means the product is a possible health risk for anyone with an allergy to sesame, and also should not be eaten by those avoiding the consumption of meat. [Read more on the FSA website.](#)

[Product Recalls](#)

[Fraud and Scam Advice](#)

[Consumer Rights](#)

[Friends Against Scams](#)

[Become a Consumer Champion](#)

If you need advice, or want to report a scam or rogue trader, call us via  
03454040506.



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