

The following is a Police Connect message.

The latest Scams and News from Norfolk County Council Trading Standards is available here> <https://www.norfolk.gov.uk/business/trading-standards/scams/consumer-alerts>

## **Scam Alert – Coronavirus Vaccine Scams – 14 January 2021**

Coronavirus vaccines will only be administered free of charge through the NHS. The NHS will never:

- Ask for bank account, PIN or card details
- Arrive unannounced at your home to administer the vaccine
- Ask you to prove your identity

If you believe you or a loved-one, friend or neighbour have been the victim of fraud, please report it to **Action Fraud** as soon as possible by calling 0300 123 2040 or visiting the Action Fraud website.

Help spread the word – tell loved ones who may be at risk.

## **Scam Alert - Fake HMRC and GOVUK text messages - 13 January 2021**

We are continuing to receive reports about different text messages circulating claiming to be from HMRC and GOVUK.

These messages are fake. HMRC do not send text messages about tax refunds or ask you to disclose personal or payment information by text message.

There are likely to be several variations of each message circulating containing different link addresses.

You can forward suspicious tax related text messages to HMRC by forwarding the message to 60599 (text messages will be charged at your network rate)

If you have received a text message which you believe to be a scam you can also report it to us via our partners, the Citizens Advice consumer helpline on freephone 0808 223 1133.

## **Scam Alert – Telephone cold calls claiming to be from the ‘NHS’ – 13 January 2021**

We're reminding residents to continue to be aware of telephone cold calls.

This follows a report from a Norfolk resident who received a cold call from a male who stated he was 'calling from the NHS' and then asked the resident if they or their family were 'feeling well today' before trying to get the resident to give personal details. The resident ended the call at this point and reported it to us.

Our advice is always to be very wary of unexpected telephone cold calls and never give or confirm any personal or financial details if approached this way.

You can report telephone cold calls received to us via the Citizens Advice consumer helpline on freephone 0808 223 1133.

## **Cold Calling Alert – Doorstep Cold Callers in the Harleston area – 11 January 2021**

We've had reports of a doorstep cold calling in the Harleston area on Friday calling at properties offering loft insulation.

Currently during the National Lockdown retail door-to-door sales SHOULD NOT be taking place. Sales activities should be conducted remotely, such as by phone, online, or mail.

Our advice is always be very wary of claims made by doorstep cold callers and never give access to your property, agree to services, buy items or for return visits if approached in this manner.

You can report any doorstep cold calling incidents in Norfolk or concerns about a business complying with the coronavirus restrictions to us via the Citizens Advice consumer helpline on freephone 0808 223 1133

## **Scam Alert – Text messages about 'COVID Benefit Payments' – 08 January 2021**

We are warning about text messages circulating claiming to be from 'GOVUK' offering a 'benefit payment of 300GBP'.

These messages are fake. Anyone following the links supplied in the messages will be taken to a website which will attempt to gather personal and financial details.

If you receive this or a similar text message you can report it by forwarding it to 7726.

If you have received a text message which you believe to be a scam you can also report it to us via our partners, the Citizens Advice consumer helpline on freephone 0808 223 1133

## Safety Alert – Yoyo Sparklers – 7 January 2021

We have received a complaint relating to 'Yoyo Sparklers' and are investigating this.

Images of the product affected by this alert are available on the [Norfolk Trading Standards Facebook page](#).

We would urge anyone else who has experienced an issue with this product to contact us via our partners the Citizens Advice Consumer Service using their online contact form or by calling their consumer helpline on freephone **0808 223 1133**.

If you currently have any of this product **do not** use them, instead dispose of them safely or return them to the retailer.

## Scam Alert – Fake tax rebate text messages – 7 January 2021

We are warning about text messages circulating claiming to be from 'GOVUK' which state that 'due to the new national lockdown you are eligible for a tax rebate'.

These messages are **fake**. HMRC **do not** send text messages about tax refunds or ask you to disclose personal or payment information by text message.

There are likely to be several variations of this message circulating containing different link addresses.

You can forward suspicious tax related text messages to HMRC by forwarding the message to 60599 (text messages will be charged at your network rate).

If you have received a text message which you believe to be a scam you can also report it to us via our partners, the Citizens Advice consumer helpline on **freephone 0808 223 1133**

## Scam Alert – Fake COVID-19 vaccine text messages – 5 January 2021

We are warning about text messages circulating claiming to be from the NHS offering the COVID-19 vaccine.

These messages are **fake**. Anyone following the links supplied in the messages will be taken to a fake NHS website which will attempt to gather personal and financial details.

The NHS is currently offering the COVID-19 vaccine to people most at risk from coronavirus. These people will be contacted by the NHS. You will **never** be asked to supply financial details for the vaccination.

If you receive this or a similar text message you can report it by forwarding it to 7726.

If you have received a text message which you believe to be a scam you can also report it to us via our partners, the Citizens Advice consumer helpline on **freephone 0808 223 1133**.