

Warwickshire Trading Standards Scam and Rogue Trader Alerts: Doorstep mattress seller, Census Text Scam, Secure your Account campaign and Easter Rogue Trader campaign

Good Afternoon,

Please help us to spread these warning by forwarding this message on, featuring the information on a website or in a newsletter, or posting a link on social media.

Beware scam Census text messages!

Residents have reported receiving a text message that states that the recipient made a mistake on their Census form and will have to pay a £200 fine. They are then directed to a bogus Census website.

Residents MUST NOT respond to these text messages, that may also appear as emails.

Remember:

- At no point will you be asked for your national insurance number, passwords, bank account details, or your credit or debit card numbers, nor any payment
- You will not receive any payment for completing the census, so any offers of money in exchange for your account details will be fraudulent
- You will not be called for information about the census unless you've made an appointment with the Census Contact Centre or made a query or complaint
- No-one will enter your home in relation to the census
- Help to fill out your form is free (for more information visit: <https://census.gov.uk/> or phone 0800 141 2021)
- You can report a fraud direct to Action Fraud on 0300 123 2040 or visit: <https://www.actionfraud.police.uk/>

Visit: <https://www.warwickshire.gov.uk/news/article/1872/24-03-2021-beware-scam-census-text-messages->

Rugby Residents, Beware of Door-to-Door Mattress Seller!

Rugby residents are urged not to buy mattresses from door-to-door salespeople. The warning follows a report of someone in a white van currently travelling the area selling mattresses. Door-to-door mattress sellers sometimes claim that their products are surplus stock from new development show homes or top of the range when really they are cheap imports that may not even meet UK fire safety regulations. They may even be second hand! Warwickshire Trading Standards Officers are advising residents not to buy from doorstep sellers.

Visit: <https://www.warwickshire.gov.uk/news/article/1867/23-03-2021-rugby-residents-beware-of-door-to-door-mattress-seller->

Have you secured your online accounts properly?

Your email and social media accounts contain a wealth of personal information about you, which makes them a lucrative target for cyber criminals. Between February 2020 and February 2021, Action Fraud received 15,214 reports about email and social media account hacking. The majority of reports (88%) were made by individuals, with 12% of reports being made by businesses.

A new Police Action Fraud campaign seeks to provide individuals and businesses with help and advice on how they can secure their online accounts and protect themselves from hackers.

For advice and guidance on how to do this,
visit: <https://www.actionfraud.police.uk/secureyouraccounts>

Warwickshire County Council Community Safety has produced a useful video. From password protection to two-factor authentication, here are 5 actions you can take to improve your cyber security!

Visit: https://www.youtube.com/watch?v=hKD9M7C_mTo

Easter Rogue Trader Warning

With Easter approaching and better weather on its way, Warwickshire County Council's Trading Standards Service is expecting an increase in complaints about doorstep rogue traders and is urging residents to be on their guard.

Trading Standards Officers are currently investigating rogue trader incidents, supporting elderly and vulnerable residents, and cracking down on illegal and misleading roadside advertising used by unscrupulous traders to promote their businesses.

To protect yourself from rogue traders, following our advice: <https://www.warwickshire.gov.uk/news/article/1875/easter-rogue-trader-warning-from-warwickshire-county-council-trading-standards>

To make a consumer complaint or for consumer help and advice, please contact the Citizens Advice Consumer Service on 0808 223 1133.

For consumer or business help and advice, including details of our approved trader scheme, please visit our website: <https://www.warwickshire.gov.uk/tradingstandards>

Sign up for regular scam alerts to your email inbox:

<https://mailchi.mp/warwickshire/scamawareness>

Follow us on Facebook and Twitter: <https://www.facebook.com/warwickshiretradingstandards>

<https://twitter.com/WarksTSS>

If you no longer wish to receive these emails, please contact simoncripwell@warwickshire.gov.uk

Best Wishes

**Duty Officer
Trading Standards Service**

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Northgate House
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Website: www.warwickshire.gov.uk/tradingstandards

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