

## Hard to swallow?

**Vitamin and herbal remedy scams** involve cold calls offering vitamins and herbal remedies such as rosehip and pomegranate tablets at extortionate prices. These callers often pretend to have been in contact with your doctor and will ask about your health issues. They seem to care but all they really want is to sell you things you don't need.



## Get advice or report a scam

For advice or to ask for help for a scams victim from Trading Standards, call the Citizens Advice Helpline on **03454 040506**

To report frauds and cyber crime to the Police contact ActionFraud on **0300 123 2040** or on **[www.actionfraud.police.uk](http://www.actionfraud.police.uk)**

For more information visit **[www.hertfordshire.gov.uk/scamaware](http://www.hertfordshire.gov.uk/scamaware)**

For more advice on postal scams contact Think Jessica on **[www.thinkjessica.com](http://www.thinkjessica.com)**

For more advice on current scams, look at the Hertfordshire Trading Standards Twitter account **@HCC\_TS**

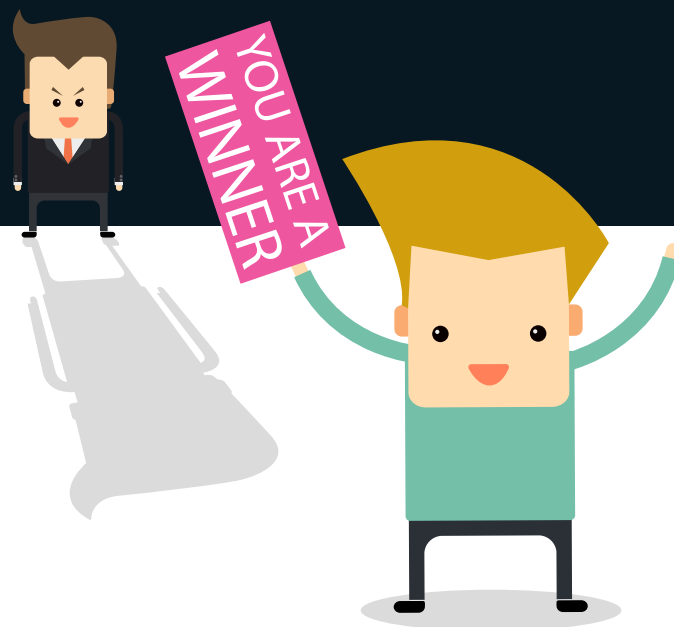
For more information on scams generally and to become a Friend Against Scams go to **<https://www.friendsagainstscams.org.uk/>**



# It's OK to say No!

## Protect yourself from scams

Scams come in many forms – emails, on Facebook, by post, by phone, by text or in person at your door but they all make false promises to con you out of your money.



# Give the cold shoulder to cold callers

**SAY NO to anyone who turns up uninvited on the doorstep.**

Rogue builders and gardeners often trick people into paying high prices for unnecessary or shoddy work and give false names and addresses.

- Only deal with callers by appointment
- If you're not sure, don't open the door – a genuine caller will make an appointment first or leave you a note
- Do not keep large sums of money in the home
- Do not buy goods or services at the door, even if a trader tells you they have been working nearby or that the work needs to be done urgently  
Call the Police on **101** if callers won't leave

Find a trustworthy, local trader on [www.hertfordshire.gov.uk/goodtrader](http://www.hertfordshire.gov.uk/goodtrader) or call **01707 292429**

# Junk the junk mail

The most common scam letters are fake lotteries, deceptive prize draws or sweepstakes and clairvoyants.

**Look out for:**

- Anyone that asks for money up front to receive what's on offer – processing or handling fees are a con
- Mailings which tell you that you are a winner but you need to buy goods from their catalogue first, the prices are extortionate and you'll never win the big prize.
- A promise that you've won a prize draw or lottery you've never entered
- Promoting a premium rate telephone number such as **09** or **070**
- Letters that seem genuine but ask you to phone a number to claim your prize

Be suspicious and don't reply until you've checked it out with someone you trust.

The Mailing Preference Service (MPS) allows you to have your name and address removed from mailing lists. To register for the free service, call **0345 070 0705** or visit [www.mpsonline.org.uk](http://www.mpsonline.org.uk)

# Don't hang on, hang up

Beware of unexpected phone calls. Fraudsters can pretend to be from the bank or the police and try and get you to give them your details.

- A bank or the police will never ask for details like your PIN or your passwords
- Always check a caller is who they say they are – you'll find company telephone numbers on bills, statements or their website.
- Beware of calling premium rate telephone numbers – such as **090** or **070**, or international numbers – which start **00**
- Beware of anyone calling you out of the blue, who asks you to confirm personal details or tries to panic you into giving details such as your bank card number. Tell them to confirm it in writing and put the phone down.

The Telephone Preference Service (TPS) allows you to opt out of unsolicited sales or marketing calls from the UK. To register for this free service call **0345 070 0707** or go online at [www.tpsonline.org.uk](http://www.tpsonline.org.uk) Anyone offering to stop nuisance calls for a fee is a scammer, do not use them.

