

TS Alert Message from Kent Trading Standards

Sent By (include Name, Address and Contact Details)

Trading Standards, Advice and Education, Eurogate Business Park, Ashford, Kent, TN24 8XU
Telephone 01233 652385
www.tradingstandards.gov.uk/kent

Message

Phishing emails from HM Revenue & Customs (HMRC) are being reported to Kent Trading Standards. There are a number of different versions of the email, but they often tell the recipient that they need to claim a modest tax refund. The emails often make an effort to look as if they are genuine, using the HMRC logo. Clicking on the links normally takes the recipient off to another web page which asks for personal information including credit / debit card numbers and security codes. The web page gives the impression that a card number is needed so that the refund can be put back on the card.

If you get one of these emails forward it to your internet provider, most have a 'report spam' option. Then delete it. Under no circumstances enter your personal information.

More information can be found on the HMRC website

<http://www.hmrc.gov.uk/security/index.h>

<http://www.hmrc.gov.uk/security/examples.htm>

If you need information on your rights as a consumer call Consumer Direct on 08454 04 05 06

Attachments (Please list)

none

Expiry Date

20/11/09

This message is to remain valid for 31 days following transmission
The normal period for validity of messages will be seven days

Distribution

Messages are not confidential and can be used for public distribution

Signed

Mary Millgate

Date

20/10/09

TS Alert Message from Kent Trading Standards

Sent By (include Name, Address and Contact Details)

Trading Standards, Advice and Education, Eurogate Business Park, Ashford, Kent, TN24 8XU
Telephone 01233 652385
www.tradingstandards.gov.uk/kent

Message

Kent Trading Standards regularly conduct underage sales test purchase operations around the county to test if retailers sell age restricted products to those below the legal age limit. Do you know of any business that you suspect is selling age restricted products including alcohol and fireworks to those under 18? We would also be interested in hearing if you know of any areas that are particularly prone to anti-social behaviour that could be linked to alcohol or fireworks.

If so please let us know by either calling Consumer Direct on 08454 040506 or through our website at:

<http://www.tradingstandards.gov.uk/kent/youcanhelpoia.htm>

Last year 4 retailers were found to be selling fireworks to those under age. Preventing access to age restricted products can assist in lowering anti-social behaviour in the county.

Attachments (Please list)

none

Expiry Date

30 November 2009

This message is to remain valid for days following transmission
The normal period for validity of messages will be seven days

Distribution

Messages are not confidential and can be used for public distribution

Signed

R. Strawson

Date

21/10/09

TS Alert Message from Kent Trading Standards

Sent By (include Name, Address and Contact Details)

Trading Standards, Advice and Education, Eurogate Business Park, Ashford, Kent, TN24 8XU
Telephone 01233 652385
www.tradingstandards.gov.uk/kent

Message

Trading Standards have become aware of unsolicited telephone calls reporting to be from the Abbey (bank). The number that calls is 08453 560024.

The calls are automated and state it is regarding security issues for visa fraud. The calls have stated the victims surname and initial, which makes it sound genuine, and may be repeated. They ask you to press a key to confirm identity and then request personal security information.

The Abbey have said that this is not connected with them.

If you receive a call do not respond. Never give out personal security information on the telephone. Hang up and disconnect the call.

If you need further advice, please call Consumer Direct on 08454 04 05 06.

Attachments (Please list)

none

Expiry Date

28/11/09

This message is to remain valid for 31 days following transmission
The normal period for validity of messages will be seven days

Distribution

Messages are not confidential and can be used for public distribution

Signed

Mark Norfolk

Date

28/11/09

TS Alert Message from Kent Trading Standards

Sent By (include Name, Address and Contact Details)

Trading Standards, Advice and Education, Eurogate Business Park, Ashford, Kent, TN24 8XU
Telephone 01233 652385
www.tradingstandards.gov.uk/kent

Message

On the 27th October 2009 a male described as white, 45-55 years, slim build, about 1.75 metres tall, mousey coloured hair wearing a light blue casual linen top and carrying a diary was seen in the Whitstable area. The male had a badge with Canterbury City Council on it. The male tried to gain entry to at least one property by stating that he was there to inspect a gas appliance. The home owner refused at which point the male stated that a 'Mrs Collins' had stated the gas appliance needed inspection. The home owner again refused entry and the person left. The badge with Canterbury City Council on it did not have a name or photograph on it, any genuine Canterbury City Council worker will have photographic identification. Canterbury City Council can be contacted on 01227 862000 to confirm if a caller works for Canterbury city Council.

If you think you have been visited by the male described in this message then please contact Trading Standards on 01233 898825.

Only people with a Gas Safe (previously Corgi) qualification can inspect gas appliances, and they will have a Gas Safe identification card.

Any genuine caller will be happy to have their identification checked. Members of a local council and large national companies i.e. meter readers and utility companies (gas, water etc) will have identification with their name and a photograph on, please request to see this identification before allowing anyone into your home. If the stranger at your door cannot prove who they are, or you are unhappy with the reason for them calling then do not let them into your home. Then report the incident to Kent Police on 01622 690690.

Attachments (Please list)

none

Expiry Date

9/11/09

This message is to remain valid for 7 days following transmission
The normal period for validity of messages will be seven days

Distribution

Messages are not confidential and can be used for public distribution

Signed

James Whiddett

Date

2.11.09