

Scam Alert – Telephone cold calls claiming to be from 'Amazon' – 3 December 2020

We are again warning residents to be on their guard for telephone cold calls claiming to be from 'Amazon'.

We have had several reports from Norfolk residents of recorded message calls claiming to be from Amazon that advise your Amazon Prime subscription 'is about to renew at the cost of £39.99'. The call then states you can 'press 1 to speak with someone'.

Where residents have interacted with the call, they have then been connected to a person who attempts to gather personal, account or financial details.

These calls are a scam and are not connected with Amazon in any way. If you receive this or a similar call our advice is **do not** interact with the call and hang up.

Amazon have put together some helpful tips on how to identify if a phone call is from them. This information can be found on the [Amazon UK website](#).

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

Scam Alert - Investment scams and fake cryptocurrency exchanges – 2 December 2020

We have received reports of Norfolk residents falling victim to online investment scams, including fake cryptocurrency exchanges.

Bitcoin is the most famous cryptocurrency, but there are more than 1,500 cryptocurrencies including other well-known ones such as Ethereum and Litecoin. Cryptocurrencies only exist online and are not controlled by a bank, treasury or country, meaning you can't get physical notes or coins from the bank.

If you don't understand a cryptocurrency or an investment, it is recommended that you avoid handing over any money.

A cryptocurrency scam can take many forms, this could include:

- A fake cryptocurrency which doesn't, or will never, exist
- A bogus investment which promises to put money in a legitimate cryptocurrency
- A dangerous website link that then downloads malware onto your computer

Which? Have put together useful guidance on how to spot an investment scam which can be found on the [Which? website](#)

The Financial Conduct Authority have also produced an interactive warning list where members of the public can check investment or pension opportunities that they have been offered and receive advice about current scams. This is available on the [Financial Conduct Authority website](#).

If you think you have received an investment offer that you believe is a scam or you have become a victim of a scam, you can report this to us via our partners the Citizens Advice consumer helpline.

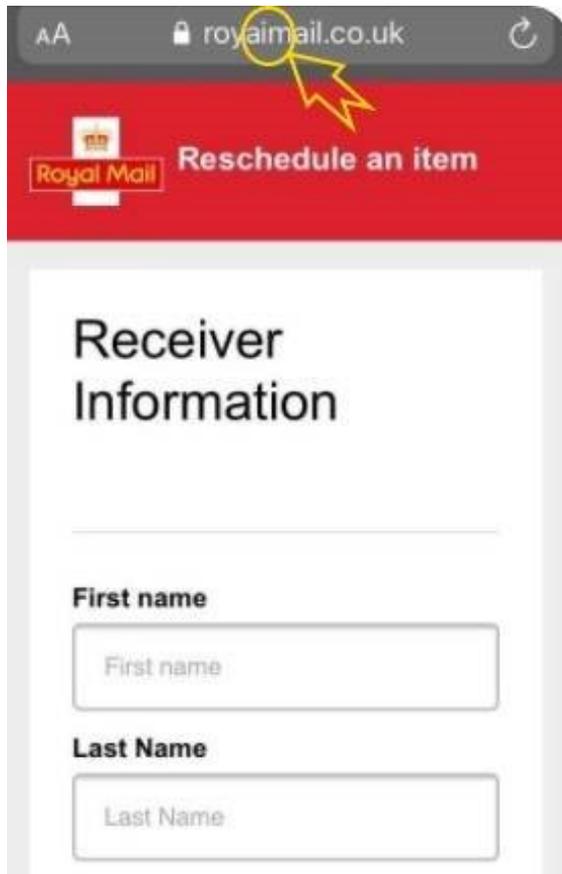
Scam Alert – Text messages claiming to be from 'Royal Mail' – 1 December 2020

We are warning about text messages circulating claiming to be from Royal Mail.



A Norfolk resident has reported receiving the message pictured above which states, 'we attempted to deliver your package' and offering a link to 'reschedule your package delivery'.

The link listed then goes to a fake version of the Royal Mail website which has been registered with one small difference which may be hard to spot



In this case the website has been registered as 'royaimail'. Anyone accessing it is asked for a range of personal information supposedly to enable them to 'reschedule the delivery'.

Our advice is **always** be wary of claims made in unexpected messages and **never** click on any links or open attachments contained within them.

You can see further examples of fake Royal Mail communication and how to report ones received to them on the [Royal Mail website](#).

You can report suspicious text messages received to us via our partners the Citizens Advice consumer helpline on freephone **0808 223 1133**.

Scam Alert – Telephone cold calls offering cover for washing machines – 1 December 2020

We are warning Norfolk residents about telephone cold calls from an individual stating that your washing machine warranty has expired and needs extending.

The cold caller attempts to gather personal and financial details from the call recipient.

If you receive this or a similar call our advice is **do not** give or confirm any details and hang up.

If you want to check on warranty details of any goods within your home, contact the business where you purchased the item directly via their official website or phone number.

A recent article published by Which? gives further advice on receiving unwanted calls about appliance cover which can be found on the [Which? website](#).

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

Information Alert – Don't fall prey to loan sharks online – 30 November 2020

We are proud to support the Stop Loan Sharks Week Campaign #SharkFreeSurfing to raise awareness of the dangers of online loan sharks and help people access advice and support if they have fallen victim to this crime. If you have been a victim of illegal money lending, or are concerned about someone you know, please contact the Stop Loan Sharks 24-hour helpline on **0300 555 2222** or visit the [Stop Loan Sharks website](#).

How to protect yourself from loan sharks online

- **Know who you're dealing with.** If you've only ever met someone online or are unsure of the legitimacy of a lender, take some time to do a bit more research. Check the lender is authorised by the Financial Conduct Authority (FCA). If not, don't borrow from them and report to the Stop Loan Sharks team
- **Beware of loan adverts with no credit checks.** Loan sharks have been known to advertise in community groups and on local selling pages. They may seem friendly and accommodating, but their behaviour can quickly change, and you might be harassed or threatened if you get behind with your repayments. Lenders must carry out credit checks to make sure borrowers can afford to pay back their loans. You should never hand over your bank details to strangers, even if they lure you with attractive offers. Remember, if it looks too good to be true, it probably is
- **Beware of any requests for your details or money.** Loan sharks may ask for copies of your passport or pictures of your house, the street and your house number. Never send money or give card details, online account details or copies of personal documents to anyone you don't know or trust

If you suspect someone may be a loan shark or they are acting inappropriately, you can report them anonymously to the Stop Loan Sharks website or by calling the Stop Loan Sharks Helpline on **0300 555 2222**.

Alternatively, you can email the team reportaloanshark@stoploansharks.gov.uk or access support via live chat on the website Monday to Friday between 9am and 5pm.

The Stop Loan Sharks App is free to download on both iOS and Android devices from the Apple App Store and Google Play Store.