



POLICE CONNECT
Keeping you informed, keeping your community safe

Find out more > <https://www.norfolk.gov.uk/business/trading-standards/scams/consumer-alerts>

Scam Alert – Telephone cold calls claiming to be from 'Amazon' – 04 February 2021

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. Recent reports have included:

- that your Amazon Prime subscription 'is about to renew at the cost of £79.99' the call then states you can 'press 1 to speak with someone'
- that 'a payment of £79.99 has been taken to renew your Amazon Prime subscription' the call then states you can 'press 1 to cancel the payment'
- that 'a purchase costing £300 has been made on your Amazon account' the call then states you can 'press 1 if you did not make this purchase'
- that '£1,000 has been charged to your Amazon account' the call then states you can 'press 1 to speak to the Amazon fraud team'

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**.

Cold Calling Alert – Telephone cold calls regarding 'loft insulation' – 02 February 2021

We are warning residents about telephone cold calls regarding loft insulation.

This follows a report from a Norfolk resident who received a call this week during which the cold caller claimed that 'your insulation could be causing mould'. The caller then

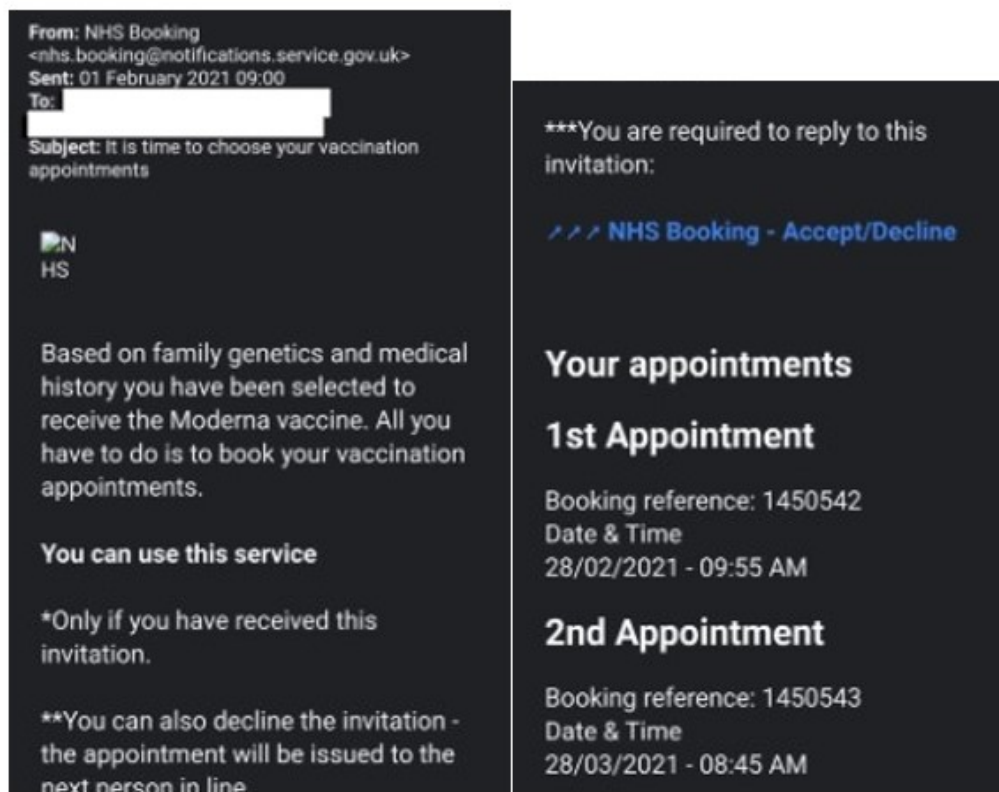
attempted to gather a range of personal information from the resident before trying to make an appointment for a home visit.

Our advice is always be very wary of any approach made in a telephone cold call and **never** give or confirm any personal details or agree to someone visiting your home if approached in this manner.

If you need advice about cold calling or have agreed to a visit during a cold call contact us through our partners the Citizens Advice consumer helpline on **freephone 0808 223 1133** or via their [online reporting form](#).

Scam Alert – Fake COVID-19 Vaccine emails – 02 February 2021

We are continuing to warn about emails circulating claiming to be from the NHS offering the COVID-19 vaccine.



Again this message is **fake**. Anyone following the links supplied in the emails will be taken to a fake NHS website which could 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 email you can report it by forwarding it to report@phishing.gov.uk.

If you have received an email 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 HMRC text messages – 01 February 2021

We've had reports of scam messages supposedly from HMRC that offer tax refunds or rebates.



If you receive something like this, take five to think before clicking on any links or responding. Criminals often include the branding and logos of trusted organisations in emails to trick you into thinking they're genuine.

For more information on reporting any suspicious messages or calls visit the [GOV.UK website](https://www.gov.uk).

Help us spread the word – pass on the message to those close to you who may be at risk of being caught out

Rogue Trader Alert – Doorstep cold callers offering to sell and lay gravel in the Dereham area – 29 January 2021

We are warning residents to be on their guard after receiving a report of cold callers offering to sell and lay gravel in the Dereham area.

In the incident a man cold called at a property claiming that he was "working in the area" and that he had "4 tonnes of gravel" which he was "looking to sell" before he returned home to Cambridge.

The resident declined the offer and asked the doorstep caller to leave the property. He was seen to return to a white-cabbed van with a silver tipping body.

We advise:

- **Never** deal with cold callers looking to do work on or around your property
- **Never** agree to have work done by somebody who is 'just passing' or take their word that it needs to be done at all
- **Never** allow a cold caller access to your home, roof or gardens even if they are offering to do tasks for a small fee or free
- **Never** pay for work before it is completed
- When looking to have work done on or around your property, only deal with reputable companies you have researched and chosen yourself and have obtained a written quotation from before starting the work

It is possible these doorstep cold callers could move on to other areas around Norfolk.

Anyone spotting these cold callers in Norfolk please contact us through our partners the Citizens Advice consumer helpline on **0808 223 1133** or Norfolk Police via **101**.

If you feel intimidated or spot these cold callers and are concerned for vulnerable neighbours call **999**.

To manage your contact details, additional information and subscriptions, please login through the [member portal](#).