How to report a scam

Report all types of scams to Report Fraud, the UK's national fraud reporting centre:

0300 123 2040

Trading Standards South West provide an evidential form to help with reporting:

tssw.org.uk/doorstep_crime

Citizens Advice consumer service for further support with scams.

0808 233 1133 (England)

We'll report it to Trading Standards and offer further advice. Trading Standards may investigate and help stop the scammers.

Age UK offer support for people over 50 who have been scammed

0800 678 1602 (England)

To check if someone is a trusted trader visit:

trustmark.org.uk

trustedtraders.which.co.uk

When to call the police

Contact the police immediately by calling 101 if:

- the scammer is in your area
- you've transferred money to the scammer in the last 24 hours

If you feel threatened or unsafe call 999.

Citizens Advice helps people find a way forward

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

www.citizensadviceplymouth.org.uk

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Beware of Doorstep Scams

Know the signs. Protect yourself and your neighbours.

citizens advice Plymouth

Doorstep scams

Doorstep scammers are people who knock on your door to trick you into parting with your money. They include:

- Fake police or bank staff
- Door-to-door sellers
- Utility 'officials'
- Unexpected deliveries
- Fake charity or debt collectors
- Strangers who try to enter your home (perhaps asking to use your phone or toilet).

Rogue traders

The most common type of doorstep scammers are rogue traders, who approach you out of the blue, offering repairs to your property.

They might say they have leftover products they can use, such as slabs, sealants or adhesives, and offer a deal.

They urge you to respond quickly so you don't get time to think about it.

They often ask for payment upfront, sometimes suggesting you visit your bank to with draw cash while they set up, or begin work that you didn't formally agree to, then pressure you to pay.

While they carry out the work, they sometimes find extra 'issues' to get you to pay more.

Tips to protect yourself

- If someone you trust lives nearby, ask if they would mind supporting you in case of any dubious callers on your doorstep.
- Consider a smart doorbell - they allow you to speak to a caller without opening the door. Some can also send a message to relative notifying them that you have a visitor.
- Never agree to anything on the spot. If someone pressures you, it's probably a scam.

- Before you agree to anything, make sure they're genuine - check with a trade association or your local council's approved trader list.
- You can also ask to see identification, a business card, or check if the caller is wearing a uniform.
- Pay by debit or credit card. This gives you more protection than cash if things go wrong.

Find out about recent scams

National Trading Standards Scams Team offer awareness training and checker tools.

You can also download a 'No cold callers' sign to display on your front door or in the window. For more information visit:

friendsagainstscams.org.uk

Email alerts from Action Fraud's website can let you know about scams in your local area:

reportfraud.police.uk

You can also check the latest scams on the Which? website:

which.co.uk/news

If you think you've been scammed:

Write down the details of your scam. This will help you remember all the important information when you report it.

Make sure you include:

- who you've been in contact with - write down names, numbers and addresses if you have them.
- why you're suspicious
- what information you've shared - for example, passwords, PINs, or bank details
- whether you've paid any money
- how you've paid - for example, credit card or bank transfer