



April 2020

Dear Householder

Wrexham Trading Standards and the Eastern Community Safety department of North Wales Police are working together to try and keep you safe and to prevent you from becoming victims of scams.

Scams and Frauds have increased since we have been affected by Coronavirus and we want to make you aware of the different types of scams and how you can keep yourself safe. Please see the attached sheet.

If you believe that you have been scammed then please report this to Wrexham Trading Standards through Citizens Advice on 0808 233 1133 and / or North Wales Police on 101.

In these strange times please watch out for your neighbours and report strangers / strange vehicles in your street to the Police on 101. Crime is still happening even though we are in the middle of a pandemic and it is business as usual for the Police.

Please keep yourselves safe. Stay at home and only leave the house for essential travel. Social distance at every opportunity – that is keep a minimum of 2 metres/ 6 feet away from another person and keep washing your hands.

Take good care of yourselves.

Don't be scammed by Coronavirus. Here are a few of the scams to be aware of. Criminal's come in all shapes and sizes. They can contact you at the door, by phone, post or online

- Be aware of people offering miracle cures, fake products to protect you or vaccines for coronavirus. There is no specific treatment for coronavirus (COVID-19).
- Home cleaning services.
- There are lots of fake products available to buy online that say they can protect you or cure coronavirus. These will not help and are designed to take your money.
- Testing Kits are only used by the NHS, you cannot buy one. If you do it will be a fake.
- People impersonating healthcare workers, Police Officers, utilities officials.
- Emails saying that you can get a refund on taxes or utilities. They are usually bogus and they want your personal and bank details.
- Mobile phone applications that claim to give you updates on the virus. These lock your phone and demand a ransom.
- Your bank or the police will never ask for your bank details over the phone.



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- Offers by strangers to do your shopping, They are after your Money

Tips to avoid being scammed:

- Be cautious and listen to your instincts. Don't be afraid to hang up, bin it, delete it or shut the door. Take your time and don't be rushed or feel pressured.
- Always ask for Identification, even if they are in uniform or represent a charity.
- When online, be aware of fake. Use trusted sources such as .gov.uk or NHS.uk websites .Type in the addresses in and don't click on links in emails.
- Report suspicious texts. Forward original message to7726(spells spam on keypad)
- Only purchase goods from legitimate retailers and take a moment to think before parting with money or personal information.
- Know who you're dealing with - if you need help, talk to someone you know or get in touch with your local Council on the numbers below.
- Protect your financial information, especially from people you don't know. Never give your bank card or PIN to a stranger.

Contact information:

- If you think you've been scammed, report it to Action Fraud on 0300 123 2040 and if you need advice, call the Citizens Advice Consumer Helpline on 0808 223 1133. For a Welsh speaking advisor call 0808 223 1144. If you are in immediate danger, contact the police on 999.
- Contact your bank if you think you have been scammed.

To learn more about different types of scams and how to protect yourself and others, visit www.FriendsAgainstScams.org.uk and complete the free online training.

gwneud Gogledd Cymru'r lle **mwyafr diogel** yn y DU making North Wales the **safest** place in the UK

Cymru/Wales
CrimeStoppers.
0800 555111
100% diennu. Bob tro.
100% anonymous. Always.