

CROYDON TRADING

STANDARDS

COMMUNITY ALERT

Croydon Trading Standards is taking part in the Scams Awareness Campaign 2020.

This annual campaign is all about creating a network of confident, #scamaware consumers who are able to recognise a scam, report it and talk about their experiences to help raise public awareness of scams.

Common scams to look out for

- **Antivirus/computer** - People are cold called and told they have a problem with their computer which, for a fee, can be fixed. Alternatively the victim might initiate the contact in response to an online advert or prompt claiming that their device has been infected with a virus. Other computer scam methods involve offering bogus virus protection or warranties.
- **Subscription traps or free trial scams** – Some unscrupulous companies use subscription traps, and in particular continuous payment authority (CPA), to help themselves to consumers' accounts. Common ones include those offering health and beauty-related products such as slimming pills or skin creams. The government has reaffirmed their commitment to tackle subscription traps and empower consumers, but in the meantime, consumers still need to take care.

To find out more about scams go to the Citizens Advice webpage at:

<https://www.citizensadvice.org.uk/about-us/our-campaigns/all-our-current-campaigns/scams-awareness-campaign-2019/>

Get advice : **Citizens Advice Consumer Service: 0808 223 1133**

Report scams to **Action Fraud** at: <https://www.actionfraud.police.uk/>

or phone **0300 123 2040**