

**June 2019**

## **Consumer Alerts**

### **Health Lottery Scam**

Lancashire residents have been receiving a scam letter claiming they have won £425,000 with a claim deadline of the end of the month. The letter advises the claimant to call an 0122 number between 9am-5pm, Mon to Fri it looks very convincing and includes the Health Lottery logos. Anyone ringing the number will find they have to hand over bank details and make a payment to reserve their winnings.

### **Universal Credit Scam**

Beware fraudsters claiming to be able to help you access 'low cost Government loans'. The individual's personal details are used to make a claim for Universal Credit and then a request is made for an 'Advance Payment'. The fraudster takes a cut of the Advance Payment which in some cases is paid immediately by the individual and in others the fraudster returns to collect their fee, once the Advanced Payment has been received.

The individuals being targeted do not realise that this will affect their current benefits and they will have to pay back the loan in full from future Universal Credit entitlement. In some cases, false circumstances are being reported when an application is completed in order to maximise the potential payment.

### **Scam call - internet to be cut off**

Reports have been received of a telephone caller claiming your internet will be cut off due to non payment. This is a scam aimed at making you panic. The calls have been received at work places and private numbers, including people who do not even have internet access.

### **Fraudulent street collection**

Shoppers are advised to exercise caution when donating to street collectors after reports were received of a man and woman operating a street collection in Burnley for people with autism. When challenged, they claim to be registered at a non-existent address in Blackpool, and gave a false Community Interest Company number.

Best advice is to only donate to charities you have heard of and believe in. If trading on the street, collectors should have a street collection licence from the district council that they will be able to show you. If trading door to door, they should have a house to house collection licence

**Trading Standards advice is to always say no to cold callers. The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to [www.safetrader.org.uk](http://www.safetrader.org.uk)**

**Contact the Trading Standards Service via the Citizens Advice Consumer Helpline on 03454 04 05 06**