

## COLD CALLERS

These are uninvited callers at your door. They may be persuasive salespeople offering large discounts and time-limited offers. They may refuse to take 'No' for an answer or use pushy tactics.

### Remember:

- ✓ Don't buy from doorstep callers.
- ✓ If you do sign a contract for a purchase costing more than £42 from a seller in your home, in most cases you have at least 14 days to change your mind.
- ✓ If cold callers are a problem in your area, you may want to consider setting up a Cold Calling Control Zone. Speak to your neighbours and call **0345 404 0506** for more information.



**If in doubt, keep them out!**

## Where to Report!

### SCAMS

Citizens Advice: 0345 404 0506  
Action Fraud: 0207 291 3310

### BOGUS CALLERS & ROGUE TRADERS

At your door? Police: 999  
After incident? Non-Emergency Police: 101

### PROBLEMS WITH A COMPANY?

Trading Standards via Citizens Advice: 0345 404 0506

### PROBLEMS WITH A CHARITY?

Charity Commission: 0300 066 9197

### FOR ADVICE AND SUPPORT

SAFER Project: safer@wyjs.co.uk 0113 393 9910



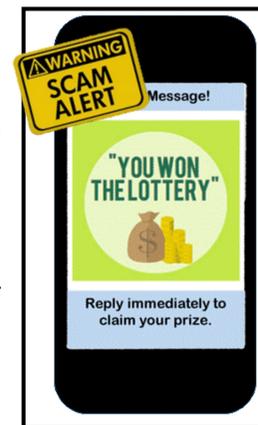
## SAFER Factsheet

### PRIZE DRAW SCAMS

These scams tell people that they have won a large cash prize, but are asked to send a fee or call a premium rate telephone number to receive it.

### CATALOGUE / BROCHURE SCAMS

Scammers send out literature selling a variety of different products including food, beauty products and items for the home or garden. They guarantee prizes to those who order, but never send the prize. Instead, they send out more false promises to get more orders. These scams are known to be operating out of the Netherlands, Belgium, France and Switzerland.



### CLAIRVOYANT SCAMS

These scammers have no idea who will be reading their letters, but show false concern and pretend they are going to a lot of trouble to give the reader good health, wealth and happiness. They weave some tall stories, including performing rituals. They often blackmail people by telling them "if you don't pay up, you'll have bad luck".

### INVESTMENT SCAMS

Fraudsters are offering a wide range of professional-looking scam investment opportunities, including fine art, wine, diamonds, shares and land. Remember: never be rushed and always check the credentials of the company with the FCA on 0300 500 8082.

# Protect Yourself from Nuisance Callers

## TELEPHONE PREFERENCE SERVICE (TPS)

The TPS should stop unsolicited UK marketing calls. You can register your landline and mobile telephone numbers by calling **0345 070 0707**. It's free to register.

## USE CALLER ID

Activate caller ID by contacting your phone provider and use a telephone with a display to screen your calls.

## CALL BLOCKING DEVICES

These are devices which you attach to your landline phone to block nuisance calls. They are available at high street stores. Beware of scammers selling fake devices.

## PERSONAL INFORMATION

Be careful who you give your contact details to. When you need to provide them make sure you look carefully at the marketing "opt-in" or "opt-out" boxes. Remember not to give your banking information or PIN to anyone – not even the bank will ask for this.

## TELEPHONE APPOINTMENTS

Some companies may contact you by telephone to make an appointment to visit you in your home. Although less intrusive than knocking on the door, this is still a cold call and you shouldn't feel pressured into making a decision.

### Remember:

- ✓ Ask a friend or neighbour to be with you if you arrange for a home appointment with someone over the phone.
- ✓ You can say 'No' to telephone and doorstep callers.

# Avoid Rogue Traders and Bogus Callers

## ROGUE TRADERS

These are dishonest tradespeople who often turn up unannounced. They may leaflet an area before making doorstep calls and often offer roofing, gardening and handyman jobs. The work may be unnecessary, done to a poor standard and overpriced.

### Remember:

- ✓ Obtain 3 written quotes before choosing a trader.
- ✓ Don't pay any money upfront, particularly in cash.
- ✓ Only pay for work once it has been completed and you are satisfied with the job.

## BOGUS CALLERS

These are people who try to con their way into your home to steal or trick you out of money. They often pretend to be from a professional company such as your energy or water provider or the council. They may say they are conducting a survey or pretend to be an old friend.

### Remember:

- ✓ You don't have to let anyone into your home.
- ✓ Check other doors and windows are locked before answering the door so no one else can sneak in.
- ✓ Use a door chain, spyhole or look through a window.
- ✓ Ask for ID and call the number stated on your bill or in your phonebook to check the identity of the caller!

