

# DEALING WITH... DOORSTEP CALLERS

If someone you don't know offers to do work at your property, sell you goods or buy items from you say 'no thanks' and shut the door.

## Why should I say NO to doorstep callers offering to do work at my property?

- They may pressurise or intimidate you to let them do work.
- You may not really need the work done.
- They may do a poor job.
- They may charge you far more than originally quoted.
- They may charge you far more than the job is worth.

- You may not get what you paid for.
- They may provide false names, addresses and telephone numbers.

## Why should I say NO to doorstep callers offering to sell me goods or buy items from me?

- They may pressurise you to make a quick decision.
- Goods they sell may be overpriced, faulty or unsuitable for you.
- They may not offer you the true value of items they purchase from you.

## AVOID THE COWBOYS

Always seek recommendations from friends, neighbours and family members and obtain more than one quotation before deciding who to employ to carry out work on your property.

Consider using a Trading Standards approved 'Buy With Confidence' trader. You can collect a directory from your local library or call 01243 642124, or visit [www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk)

## REPORTING FRAUD AND OBTAINING ADVICE

- If you, or someone you know, is vulnerable and has been a victim of fraud contact Sussex Police on 101.
- To report fraud or attempted fraud visit [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or call 0300 123 2040.
- For consumer advice, or to report a concern to Trading Standards, contact the Citizens Advice consumer helpline on 03454 04 05 06.

# DEALING WITH... SCAMS

**If you receive an unexpected letter, phone call, email or visit, be cautious, it could be a scam!**

**Scam attempts typically start with someone making contact 'out of the blue'. The fraudsters can be extremely convincing. Their aim is to catch you 'off guard', to win your trust, and to take your money.**

## **Fraudsters will often:**

- Send letters falsely claiming you have won a lottery or prize draw.
- Offer bogus investment opportunities.
- Pose as individuals seeking romance.
- Send official looking emails containing false web links.
- Claim to be calling from an internet provider or Microsoft.
- Claim to be trusted officials such as Police Officers or bank security staff.
- Claim to be from trusted agencies such as HMRC.



## **The hallmarks of a scam include:**

- Pressure to act quickly or keep their contact a secret.
- Attempts to obtain confidential information such as PIN numbers.
- Requests to transfer money or hand over bank cards or cash.
- Offers that sound too good to be true.

## **Always remember:**

- Never disclose security details, such as your PIN or full password.
- Don't assume the person contacting you is genuine.
- Take your time to stop and think and don't be rushed.
- Always listen to your instincts.
- Stay in control.

If your instincts tell you that you may be being targeted by a fraudster don't disclose any information or take any action until you have spoken to a trusted friend or relative or obtained advice from the Citizens Advice consumer helpline on 03454 04 05 06.