

CORONA VIRUS SCAM ALERT

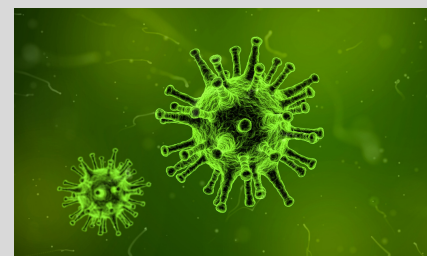
WEST YORKSHIRE TRADING STANDARDS NEWSLETTER

Christmas Edition

West Yorkshire Trading Standards monthly update on COVID-19 related scams.

What's happening in West Yorkshire at the moment?

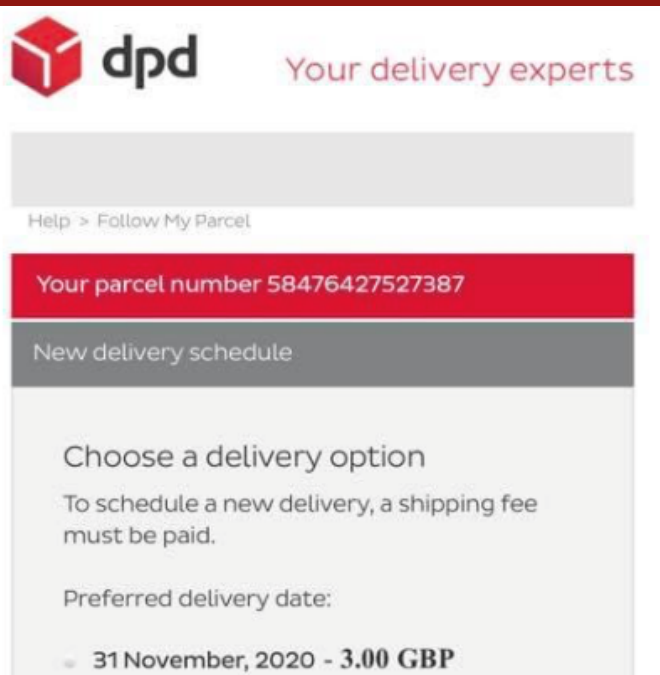
Bradford Council has home testing teams operating in different parts of the district every day. They are calling at individual properties to offer the occupants a **FREE** COVID-19 test on the spot.



So that you can be confident the Council's home testing teams are who they say they are, and are operating safely:

- Each home tester will wear a purple tabard identifying them as a volunteer.
- Each home tester will display an ID badge on a blue lanyard.
- Each home tester will wear a face covering at all times.
- Each team will be using a family saloon hire car and will display on the dashboard a Bradford Council parking permit and a sign labelled Bradford Council Community Work.

Please note: The Covid-19 testing kits given out by the council are **FREE**, any doorstep callers offering test kits at a cost, are not affiliated with Bradford Council.



The screenshot shows a fake DPD website. At the top is the DPD logo and the tagline 'Your delivery experts'. Below this is a search bar with the text 'Help > Follow My Parcel'. A red banner displays 'Your parcel number 58476427527387'. Below the banner is a grey bar with the text 'New delivery schedule'. The main content area has the heading 'Choose a delivery option' and a subtext 'To schedule a new delivery, a shipping fee must be paid.' Below this is a form for 'Preferred delivery date:' with a date selector showing '31 November, 2020 - 3.00 GBP'.

Courier Scams

Keep an eye out for courier scams including DPD and Royal mail, the fake messages state that the couriers have tried to deliver a parcel, and ask you to click a link to reschedule the delivery. The link directs you to an authentic looking website, which asks for your full name, address, date of birth and mobile number. If you complete the form, you'll then be prompted to enter your bank details, which the scammers can then use to drain your bank account.

Beware of Subscription Traps

**FREE
TRIAL**

Be careful signing up to 'free' or 'low cost' trial goods without carefully reading the small print. You could unknowingly be signing up for large direct debits. If you are in any doubt about the legitimacy of a company that is offering something for nothing, don't sign up and share

Christmas Shopping Tips



Check the trader's returns policy before you buy presents. You have no rights if you chose a gift that turns out to be unwanted or if you select an unsuitable item. Some shops will refund or exchange in these circumstances, but this is only as a goodwill gesture. If you buy goods online, you have 14 days from the day you receive the goods to send it back if you change your mind. *Exemptions may apply.



If you are buying gift vouchers as a present, always check first to see if they have an expiry date in the small print on the back. You don't want to buy something that is almost expired.



Always make sure that you examine the goods as soon as you can. Take defective goods back immediately. Your 30 day right to reject starts from the day you take ownership of the goods.

To protect yourself from falling victim to online shopping or auction fraud:

Choosing where you shop: If you're making a purchase from a website or person you don't know and trust, carry out some research first. Look online for reviews of the website or person you're buying from.

Payment method: Use a payment method that offers buyer protection, such as a credit card if you have one, as most major credit card providers will help you get your money back if the item is faulty or damaged, or if it never arrives.

Staying secure online: Use a strong, separate password for your email account. Criminals can use your email to access other online accounts, such as those you use for online shopping.



12 Scams of Christmas

Online Shopping

Always check the website you are using is secure. Look for the padlock in the address bar and check reviews of the company before purchasing.




Phishing E-mails

Don't click the link in any e-mails that claim you are due a refund or that there has been suspicious activity on your account. Check the sender's e-mail address!

Romance Scams

Don't send gifts to people you haven't met in person. If your relationship is online and you only communicate via messages it is likely they are not who they say they are.



Loan Sharks

Be aware of unscrupulous door step callers offering interest free cash loans, you'll never pay it off and the amount owed will surpass what was originally borrowed.

Lottery/ Prize Draws

Be wary of e-mails and letters stating you've won a cash sum. They will request a fee for your winnings to be processed and the winnings are unlikely to be paid out.



Gift Vouchers

Always purchase vouchers from reputable retailers, be wary of vouchers that are being offered at a lesser value of what they claim to be worth.

Is what you're buying the real deal? Discounts are expected this time of year but is the item you're being sold genuine? Always buy from reputable retailers.



Charity Scams

Are your donations being received by your chosen charity? Contact your chosen charity directly to discuss how to donate and avoid going through third parties.



Number Spoofing

Is the text really from your bank? Scammers can disguise their number so it appears to be from your bank. Don't fall for the urgency in the messages and don't click the links.



Holiday Scams

Fancy a getaway in 2021? Be careful of fake holiday listings on websites which appear to use similar names to the leading holiday company's.



Investment Scams

Diamonds, Bitcoins, Property and Art are appealing investments however cold callers and e-mails offering to assist you with your investment should be avoided.



Whatsapp Scam

Look out for messages that appear to be from known sources offering "money off" vouchers. These messages request personal information and sometimes bank details.



Report scams to

Action Fraud:

0300 123 2040



@wytradstandards

Regular updates can also be found on:



@SAFERProject

Report complaints to

Citizens Advice Consumer

Helpline:

0808 223 1133

**Forward scam emails to
report@phishing.gov.uk**

Report to us:

**Mailbox to deal
with reports of Covid-19
Scams in West Yorkshire:
Covid19.Scams@wyjs.org.uk**