



## Scams Awareness Month

July 2017 is once again Scams Awareness Month and Citizens Advice is encouraging everyone to be aware of the myriad range of scams that anyone can unwittingly become prey to.

Research shows that reports of scams and fraud are on the rise with an estimated loss of over £10 billion per year lost to these criminal activities. Certain types of scams are more prevalent for certain age groups and Citizens Advice data shows that victims of scams were more likely to be older, with a third aged 65+. For example those in the age group 61 – 80 were more likely to be victims of investment fraud. Individuals who have a long term health condition or who are disabled were more likely to be victims of “phishing” and other banking scams or prize/lottery scams.

### What can consumers do to tackle scams?

If you suspect you are a target of a scam, you can get advice for Citizens Advice consumer service 03454 04 05 06. Get online consumer advice and information at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk).

**Report scams** and suspected scams to Action Fraud **0300 123 2040** [www.actionfraud.police.uk](http://www.actionfraud.police.uk). Action Fraud is the UK’s national reporting centre for fraud and internet crime.

**Tell** family, friends, neighbours so that they can avoid scams.

Some simple things you can do:

**Phone Scams:** Consumers can cut down on unwanted contacts by phoning and registering their number with the Telephone Preference Service at [www.tpsonline.org.uk](http://www.tpsonline.org.uk) or **0345 070 0707**. They can also register their mobile by texting ‘TPS’ and their email address to **85095**. Your phone company may have a blocking service or help available to protect people from nuisance calls. Call your company’s customer service helpline to find out. Products to block telephone calls may be found such as: TrueCall, [www.truecall.co.uk](http://www.truecall.co.uk) or Call Blocker, [www.cprcallblocker.co.uk](http://www.cprcallblocker.co.uk).

**Unwanted Mail:** The Mailing Preference Service (MPS) is free and may help reduce unsolicited mail – [www.mpsonline.org.uk](http://www.mpsonline.org.uk) or **0207 291 3310**.

For further information and advice, contact your local Citizens Advice Bureau or see [www.adviceguide.org.uk](http://www.adviceguide.org.uk).

**Upton-upon-Severn CAB**, The Library, School Lane.

Fridays 10.00 am to 12.00 pm.

Malvern Bureau open:

Mon, Tues, Thurs and Fri      10 am - 4 pm

Telephone: (01684) 563611

CAB also has a team of three Community Liaison Volunteers (CLVs) covering rural parishes in the south of the district.. They are acting as a first point of contact and link to CAB advice services and can be contacted as follows:-

Berrow, Bushley, Eldersfield, Holdfast, Longdon, Pendock and Queenhill – Philippa Pipe –  
07512797212 - [pcpipe@icloud.com](mailto:pcpipe@icloud.com)

Castlemorton, Birtsmorton & Welland – Liz & Neville Mills – 07592 055998  
[neville\\_liz.mills@btinternet.com](mailto:neville_liz.mills@btinternet.com)

Liz and Neville Mills are also available at St. James Church Hall, Welland, on Tuesdays 10.00-12.00