

Scams Awareness 2021 Financial Scams

Alert 2.2

18th June 2021

Bromley Trading Standards has very recently been made aware by a Bromley resident, of a postal scam mimicking the Chartered Trading Standards Institute, which informs the victim that they have been exposed to a company that the CTSI has allegedly investigated.

The scam letter with CTSI branding informs the recipient that they have been exposed to a scam involving a company that has 'cloned' (copied) established, well known entities.

The letter states that the fraudulent company has been investigated and that the recipient should contact a new named firm to 'fulfil a proof of creditors debt form', as part of a bogus compensation scheme. However, this is part of the scam – contacting the new company and filling out the form puts the finances of the respondent at risk.

These letters are entirely fraudulent.

If you receive this scam letter, report it to the **Financial Conduct Authority** and for general help and advice, contact the Citizens Advice Consumer Helpline. This scam may not only be sent via post but also through email.

It is concerning that scammers are using CTSI and other trusted organisations branding for malicious campaigns and people are urged to be on their guard and always make their own checks.



If you think you have been involved in a scam, provided your personal or financial information, or allowed someone access to your computer:

- **Contact** your bank as soon as possible, especially if you have lost money or given your bank details
- **Tell** someone you trust so they can help you to get the help you need
- **Call Citizens Advice** if you need advice and guidance **0808 223 1133**
- **Contact** the **Financial Conduct Authority** on **0800 111 6768** (freephone), or 0300 500 8082 or www.fca.org.uk/
- **Report** to **Action Fraud** on 0300 123 2040 or www.actionfraud.police.uk
- **Forward** suspicious emails to report@phishing.gov.uk
- **Change** your passwords and consider having your devices checked by a professional if you think the scammer may have had access to your computer, mobile phone, tablet etc.

Protect yourself and others:



Make sure you are scam aware by completing the Friends Against Scams online awareness session at www.FriendsAgainstScams.org.uk/elearning/bromley

What you could do to support Scams Awareness Fortnight 2021:

- **Talk** with friends, family and neighbours about scams.
- **Search** for the hashtag **#ScamAware** on social media to see what's going on
- **Visit** the consumer section of the Citizens Advice website: www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/

Please share with family, friends, neighbours, colleagues & clients
Read it. Share it. Prevent it