

Consumer Alerts – May 2024

Beware roofing scam

A South Ribble resident was cold called by roofers offering to carry out repair work. Shortly after, the traders stated the repair work was done and took £400 from the householder in payment. No work has been carried out; in hindsight the householder does not believe they even went onto the roof.

Trading Standards advice is to always say no to cold callers. The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to www.safetrader.org.uk.

Vinted Phishing scam

Online shoppers and sellers are warned about a Vinted scam, after a Lancashire resident who tried selling an item on Vinted for the first time, was then asked to put their bank details in the app so that the buyer could transfer the payment and was kept hanging on while the scammer took first £430, then a total of £5000, from her bank account.

Be on the alert if you get a message appearing to be from Vinted asking for your login details or other personal information, such as credit card or bank details. Vinted will never ask for your password or bank details via an email. Beware messages with a link to click on, it may take you to a spoof site.

Tesco Phishing scam

Tesco customers are being targeted by a phishing email scam, which claims to offer shoppers the chance to claim a £500 gift card. However, following the links in the email will take victims to a

malicious survey website. The questions will reveal your personal and financial information which can then be used to steal your identity.

Beware online ticket fraud

Action Fraud is warning people to be alert to fraudsters trying to catch out people wishing to purchase tickets for popular and sold-out events. www.actionfraud.police.uk/ticketfraud.

To protect yourself from ticket fraud:

- Only buy tickets from the venue's box office, the promoter, an official agent or a well-known and reputable ticket exchange site.

- Avoid paying for tickets by bank transfer, especially if buying from someone unknown. Use a Credit card or payment services such as PayPal.

- The password you use for your email account, as well as any other accounts you use to purchase tickets, should be different from all your other passwords. Use three random words, and [enable 2-step verification \(2SV\)](#).

- Be wary of unsolicited emails, texts or adverts offering unbelievably good deals on tickets.

- Is the vendor a member of Society of Ticket Agents and Retailers (STAR)? STAR offers an approved Alternative Dispute Resolution service to help customers with outstanding complaints.

For information on current scams see www.facebook.com/StanleyDards/.

Contact the Trading Standards Service via the Citizens Advice Consumer Helpline on 0808 223 1133.

