

# Trading Standards News

A summary of work and Facebook posts by the Trading Standards Service



## Welcome to our Summer 2024 Newsletter

The latest news of our work and advice on scams and consumer issues.

Remember to stay up to date with our latest news by [following us on Facebook](#).  
Contact Citizen's Advice Consumer helpline on 0808 223 1133 or [Citizen's Advice online](#) for advice on all Trading Standards matters.

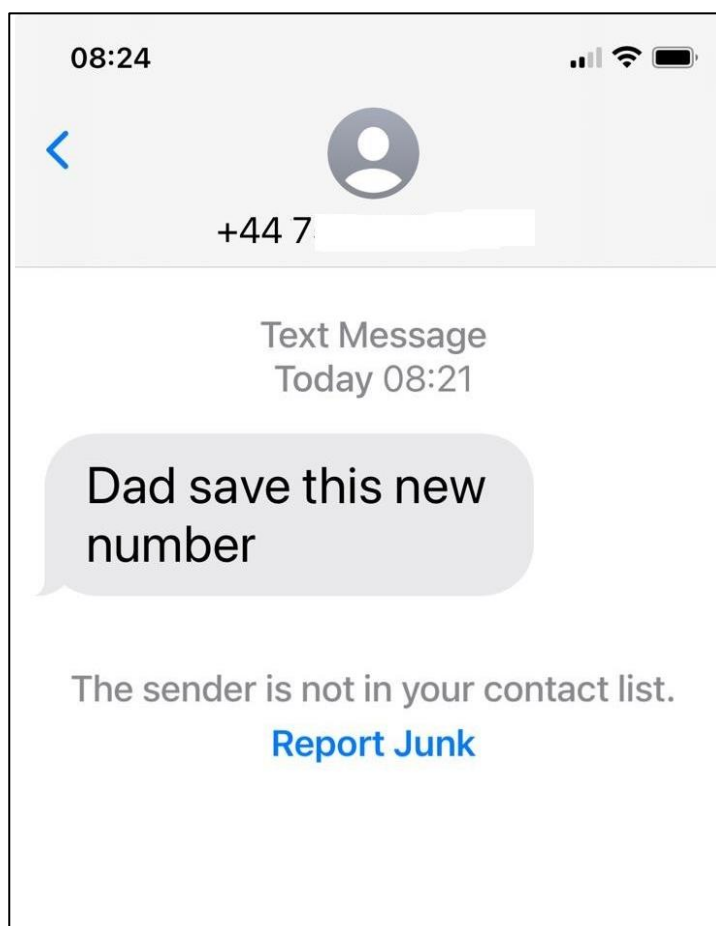
## Scam Alert – “Hi Dad, Hi Mum” fake texts

The ‘Hi Mum’ or ‘Hi Dad’ scam is doing the rounds again. The text purports to be from your child asking you to save a new number - it’s likely that fraudulent requests for money will follow. This scam preys on our natural concern for the wellbeing of a child.

Remember:

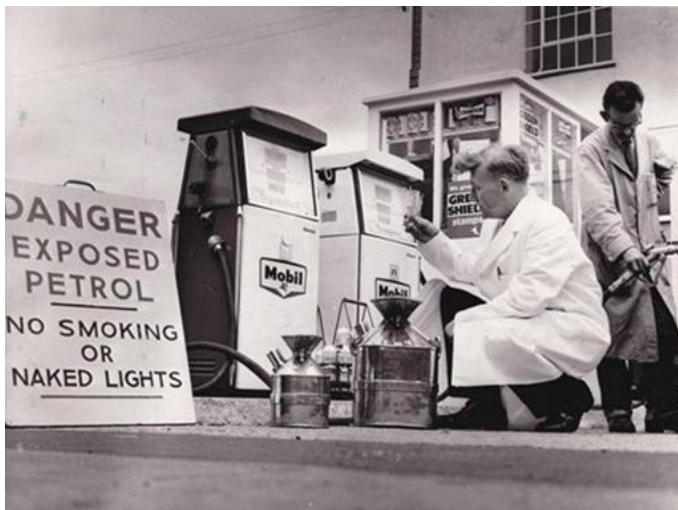
**✗ Do not transfer funds without further checks.**

- Enquire further by asking who specifically it is by name and by calling them or asking for a voice note.
- Contact your child on the last known contact number you have for them.
- If you receive a suspicious text message, you can report it by forwarding it to 7726 before blocking the number.
- Speak to your bank if you are worried you have given money to a fraudster.



Find out more about spotting a fake text with advice from [Which?](#)

## Then and now...



This is a throwback to Trading Standards petrol pump testing in 1963, a lot has changed since then and technology has moved on, however the work we do remains the same.

Fuel pumps are tested to ensure that they are legally compliant. This way we ensure that petrol pumps are dispensing accurately, and you get the correct amount of fuel for your money.

The checks test if the amount of fuel a pump shows the motorist is being dispensed is actually delivered into the vehicle. To prevent fraud, fuel pumps are 'sealed' to prevent adjustment or tampering and to tamper with them is against the law.

If you think you may have been short-changed you can report it on our Leicestershire Trading Standards [website](#).



## Show us your smile!

Are you using safe teeth whitening products? Leicestershire Trading Standards Service recently stopped and tested a consignment of teeth whitening products at East Midlands Airport that contained 9 times the legal limit for Hydrogen Peroxide. The ingredients did not list Hydrogen Peroxide which is a restricted ingredient in the UK.



The NHS offers more advice about teeth whitening [here](#).

If you have concerns about the safety of a product contact Citizen's Advice on 0800 144 8848 or visit their [website](#).

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# Beware of funeral scams!

Criminals are preying on bereaved families with bogus donation forms and fake online funeral streaming services, warns the [Chartered Institute of Trading Standards](#).



The scam begins with criminals seeking out funeral notices and then setting up fake Facebook accounts which offer opportunities to donate money in memory of the recently deceased, or to watch a live stream of their funeral. In either case, the postings are entirely fraudulent and a ploy to extract money from mourning friends and relatives.

A grieving family from Lincolnshire discovered a [fake Facebook page](#) following the funeral of their son. The bogus site used a picture of him and claimed to have footage of the service, even though it was not filmed. The site was set up to gather people's data and solicit cash donations which would go to the scammer not charity.

Remember:

- A funeral is a public event that you should never be charged to attend in person or online.
- Do not to trust links for donations found online - check with the official funeral director for information about donations.
- As with other scams - never give away personal details.
- Contact your bank immediately if you are concerned that you have paid money to a scammer.

The [National Association of Funeral Directors](#) has more information on this cynical scam.

The [Cyber Helpline](#) offers comprehensive advice on what to do if you think you've been scammed online.

Don't forget: If you are considering buying a personal funeral plan make sure the provider is regulated by the [Financial Conduct Authority](#).

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## Labels matter

Have you ever bought a food with the expectation that it contains lots of a desired ingredient, only to eat it and find it contains very little of that ingredient, making you feel short changed?

The percentage of certain characterising ingredients in a food must be declared within the ingredients list. This includes ingredients highlighted in the name of the food, or those which are synonymous with that food for example a “chocolate chip cookie”.

The rule prevents a cheaper product from being marketed as a quality product because the percentage of the characterising ingredients are clearly labelled in the ingredients list, you just need to know where to look for it!

Find out what to do if you think that a food label is misleading or missing information by visiting [the Food Standards Agency](#) or our Leicestershire Trading Standards [webpage](#).



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## Watch out for heavy metals



In the UK, the presence of Cadmium, Lead and Nickel are heavily restricted in products like metal jewellery.

Recent checks at East Midlands Airport led to the removal of metal watches found to contain a high percentage of nickel which is an allergen. The importer had not made any checks to ensure the goods were safe before bringing them into the country.

[Allergy UK](#) has further information about Nickel allergy.

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# Scam Alert - Microsoft PC support scam calls



We have had reports from concerned Leicestershire residents who received phone calls from individuals pretending to be from Microsoft, offering to fix a problem with their computer, stating otherwise the PC would shut down.

Even when one resident put the phone down the

caller rang again multiple times, using different numbers and becoming increasingly aggressive.

Microsoft do not ring offering help in this way. Do not continue the conversation with someone claiming to be ringing from the company. They are trying to steal your personal or financial information and if you allow them to remote into your computer to perform a "fix," they will often install malware, ransomware, or other unwanted programs that can steal your information or damage your data or device.



Find out more protecting yourself from [tech support scams](#).

To check if something might be a scam or to report concerns visit [Citizen's Advice](#).

## No blame, no shame – scam campaign

Leicestershire Trading Standards are backing the Friends Against Scams “no blame, no shame” campaign. The campaign aims to encourage anyone involved in supporting scam victims to beware of using language that infers judgement, blame or shame.

This kind of language can make a victim feel:

- Ashamed
- Embarrassed
- Fearful of reactions
- Afraid of reporting

Read more at the [Friends Against Scams](#) website.

“People said ‘You’re **stupid** for letting this happen, **it’s your fault**’.”

We can silence people with our words, blaming and shaming.

We **must** change how we talk to scam victims.

**#NoBlameNoShame**  
**#WeAreScamSurvivors**

NATIONAL TRADING STANDARDS  
Scams Team

