

Trading Standards Scams News

A round-up of the latest scams alerts



Leicestershire
County Council

Summer 2025

Welcome....

to the latest edition of the Leicestershire Trading Standards Service scams newsletter. Here you will find details of the latest scams and information about how to protect yourself and report a scam.

Watch out for Vishing Scams

'Vishing' is a type of scam where criminals try to trick you into giving away personal or financial information over the phone. They may call you directly or leave a voicemail, often pretending to be from trusted organisations like your bank or HMRC. Sometimes, they even manipulate caller IDs on your telephone to make the call look genuine.

These scammers often claim:

- You need to move money to a "safe account"
- They need remote access to your computer to fix a problem.

If you receive an unexpected call, remember:

- **✗ Never share personal or financial details** with someone who contacts you unexpectedly.
- **✗ Never allow remote access** to your computer or device unless you initiated the contact and trust the source.
- **■ It's okay to say no or hang up**—you're protecting yourself.
- **☎ If you think you've been scammed, contact your bank immediately.**



For more information you can visit [Reporting fraud - Stop! Think Fraud](#)

Bank Text Scam Reminder

**BANKS WON'T CALL OR TEXT
ASKING FOR YOUR FULL PIN,
PASSWORD OR PASSCODE.
DON'T GIVE THEM TO A CRIMINAL!**

Criminals will contact you pretending to be your financial provider. They direct you to fake websites and trick you into providing personal or financial information, like PINs, passwords and passcodes.

Never click any links sent by message. Always use a known email or phone number. If you think you've fallen for a scam contact your bank immediately and report it to Action Fraud.

**STOP
CHALLENGE
PROTECT**

Motability Scheme Scam

Protect Yourself from Motability Scams

Fraudsters are impersonating the Motability Scheme to trick people into sharing sensitive financial information. Here's how to stay safe and understand how Motability operates.

What Is the Motability Scheme?

Motability helps people with disabilities lease a car, scooter, powered wheelchair, or wheelchair-accessible vehicle. Since 1978, it has supported millions with affordable mobility solutions.

Eligibility includes:

- Enhanced rate mobility part of Personal Independence Payment (PIP)
- Higher rate mobility part of Disability Living Allowance (DLA)
- War Pensioner's Mobility Supplement (WPMS)
- Armed Forces Independence Payment (AFIP)



Carers and parents can apply on behalf of eligible individuals, including children aged 3+.

Common Scam Tactics

Scammers may contact you by phone, email, text, or post, pretending to be from Motability or a government agency. They might:


- Ask for bank details to issue a refund
- Demand payment for fake overdue charges
- Pressure you to act quickly

The Motability Scheme will never call, text, or email you to request payments or bank details. If any payment is due, you'll receive a letter asking you to call their Customer Services team. If you're ever unsure, contact them directly on 0300 456 4566.

How Motability Issues Payments

Motability offers two secure methods:

- Bank Transfer – Save your bank details in your online account under 'My payment details'. These are encrypted and securely stored.
- Cheque – If no bank details are saved, payments will be issued by cheque.



 Advisors cannot view or update bank details over the phone – they can only delete them.

Staying Safe

- Don't answer calls or texts from unknown numbers
- Never share passwords or banking information
- Hang up the telephone if you feel pressured
- Use strong, unique passwords
- Avoid clicking suspicious links on texts and emails
- Never allow remote access to your device

Think You've Been Scammed?

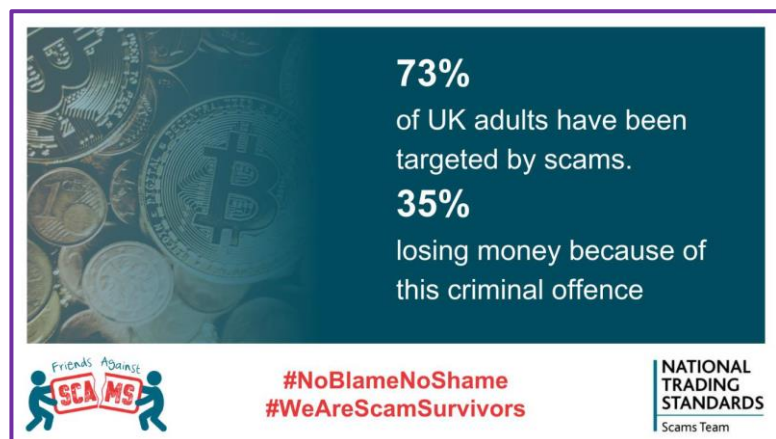
Report it immediately:

- **Action Fraud:**  0300 123 2040
- **Suspicious emails:** send the email to  report@phishing.gov.uk
- **Report suspicious text** messages for free by forwarding it to 7726
- **Online scam ads:** Report to the **Advertising Standards Authority** and the platform (e.g., Facebook, Instagram)

 Reporting helps protect others and can support investigations.

For more information visit <https://news.motability.co.uk/everyday-tips/scam-what-to-do/>

No Blame, No Shame...



The average amount lost by scam victims is £1,730, but fewer than a third report the crime.

Let's take away the shame from victims and make scams part of everyday conversation.

Find out more here: <https://www.friendsagainstscams.org.uk//noblamenoshame>

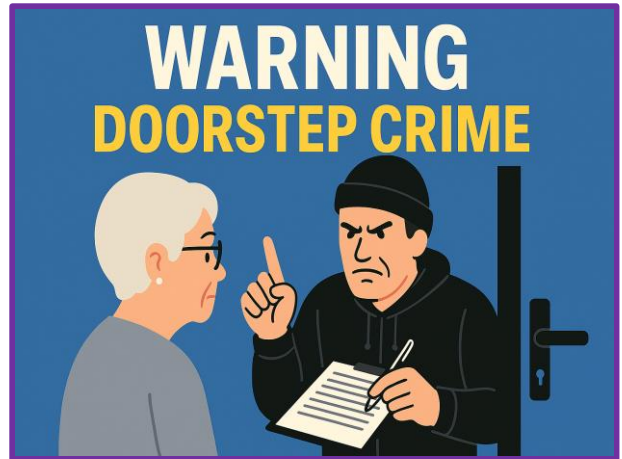
Spotlight on Doorstep Crime

What Is Doorstep Crime?

Doorstep crime is a growing concern, especially for vulnerable members of our community. These scams happen when criminals come to your home, often pretending to be tradespeople or officials, and use pressure or deception to exploit people.

Types of Doorstep Crime

- Rogue traders offer services like roof repairs or gardening, then charge excessive fees for poor or unfinished work.
- Bogus officials pose as utility workers, council staff, or even police officers to gain entry and steal valuables or personal information.
- Distraction burglars who work in pairs—one distracts while the other steals.
- Aggressive sales tactics pressuring residents into signing contracts for services or buying products they don't need.



Who's Most at Risk?

While anyone can be targeted, older adults and people living alone are particularly vulnerable. Criminals often choose their victims carefully, looking for signs of frailty, isolation, or confusion.

Warning Signs to Watch For:

- Uninvited callers offering services or products.
- Pressure to make quick decisions or pay in cash.
- Refusal to leave contact details or provide written quotes.
- Claims of “special deals” just for you.
- Requests to enter your home without a clear reason.

How to Protect Yourself and Others

- Never open the door to strangers—use a door chain or spyhole.
- Ask for ID and verify it by calling the company directly.
- Don't be rushed—legitimate businesses will give you time to think.
- Display a “No Cold Callers” sign—it's a simple deterrent.
- Report suspicious activity to Trading Standards or the police.

Community Action Matters

We all have a role to play in preventing doorstep crime. Check in on neighbours, especially those who are elderly or vulnerable. Encourage them to talk about any unusual visitors or

offers they've received. 📢 **Let's work together to stop doorstep crime. Stay alert, stay safe, and spread the word.**

📞 Report It

If you suspect doorstep crime has occurred or want to report a concern, contact:

- Citizens Advice Consumer Helpline: 0808 223 1133
- Action Fraud: www.actionfraud.police.uk
- If you suspect a doorstep crime incident is happening, call the police on 101 and in an emergency, dial 999



Leicestershire Trading Standards provides information, support and intervention to residents to help them keep safe from fraud, scams and doorstep crime.

No cold calling door stickers and advice cards are available free of charge and can be obtained by emailing tradingstandards@leics.gov.uk

Finally....

If you would like to report a scam, or you have been a victim of fraud, you can get in touch with the following organisations:

Action Fraud – <https://www.actionfraud.police.uk/>

Citizens Advice Consumer Helpline - 0808 223 1133

If you think fraudsters may have obtained your money, contact your bank immediately using the contact details on the back of your card.

To keep up to date with the latest scams information and advice, you can follow the Leicestershire Trading Standards Service Facebook page at:

www.facebook.com/leicstradingstandards

Leicestershire Trading Standards Service

Email: tradingstandards@leics.gov.uk

 [/LeicsTradingStandards](https://www.facebook.com/LeicsTradingStandards)

STOP!
THINK FRAUD
NATIONAL CAMPAIGN AGAINST FRAUD

Find out how to stay ahead of
scams at gov.uk/stophinkfraud >>


UK Government