

★ JOIN THE FIGHT ★

Suffolk Consumer Champion

Weekly Bulletin

14/04/2017

This week's top features



Doorstep Traders

We have yet more rogues targeting Suffolk residents this week. There have been reports of tarmacers and gentlemen going door-to-door attempting to sell generators.

The tarmacers were reportedly calling at businesses in Wickhambrook.

Those selling the generators have been reported in Ipswich, Hadleigh, Polstead, and Raydon ([see our facebook page for the comments from those approached](#)).

If you spot a doorstep trader and are suspicious of their activities, please report them to us on 03454 040506. Advice on how to deal with a trader visiting you at your property [can be found here](#).

Check your bill online >



Hello, [REDACTED]

Your latest Vodafone bill is ready for you to receive it online.

[REDACTED]
(JS Format)

This month you are to pay up to **£244**.

Thank you

Vodafone Customer Services team

Your O2 bill

Telefónica

Thanks for being with O2



Hi, [REDACTED]

Now you have your bill for **07/04/17** been ready. This month you have **Â£232.98** for payment. We will take it away from your account at the payment day, or a bit after.

To watch your latest bill online anytime:

O₂ Go toMy O2
(JsReport - JavaScript based reporting platform)

Please note that this email has been sent to you from an unmonitored email account so we will not be able to respond to any replies to it. This email is sent from Telefónica UK Limited. Telefónica UK Limited is authorised and regulated by the Financial Conduct Authority Reference Number 718822. Registered office: 260 Bath Road, Slough, Berkshire, SL1 4DX. Registered number: 1743099.

Fake Vodafone and O2 Emails

There have been lots of reports of fake Vodafone and O2 emails being received. It is thought that they contain the banking malware called Emotet.

Unlike most banking malware that propagates through spam, Emotet does not lead to your typical phishing page. Instead, Emotet spam links lead to drive-by download websites, which automatically infect your computer with a malicious program that can "sniff" network activity.

Network sniffing malware is dangerous because it operates without direct user interaction. The Emotet download comes with a list of popular banking URLs. If an infected user visits one of the listed URLs, Emotet is designed to record all data that is transferred between the user and that website.

Do not click on links contained within unsolicited emails, especially if those links claim to lead to banking

invoices or delivery receipts. The same can be said for mysterious attachments. Just don't open them. Ever.

[Report any similar emails to Action Fraud.](#)



Stowmarket Trader Prosecuted

A trader that left a flat inhabitable after not completing work despite receiving more than £10,000 to do so has been prosecuted by Suffolk Trading Standards.

Sandra Liptrott, of Green Lane, Stowmarket, director of WBS Contractors Ltd, pleaded guilty at Ipswich Magistrates Court and was ordered to pay back £11,247.11 to the victim over a 12-month period, along with costs of £4,700.

Liptrott, 63, was charged with committing a misleading action and contravening the requirements of professional diligence under the Consumer Protection from Unfair Trading Regulations 2008.

Suffolk Trading Standards brought the case to court after receiving a call from the victim alleging WBS Contractors Ltd had been paid £10,686.66 towards a contract total of £13,740 for internal building work in her one-bedroom flat in Newmarket. The victim claimed the value of the work, which began in October 2015, was considerably less than the amount paid and had left the property uninhabitable, meaning they had to move out and rent elsewhere.

In December 2015, the victim notified Liptrott of her concerns about the lack of work completed and materials supplied based on their payment. They were later notified WBS Contractors Ltd could not continue with the project and informed the victim they would be notified of the costs for the works completed and the difference would be reimbursed.

No money was ever paid back to the victim – despite inspections valuing the work completed at £2,200.

When interviewed, Liptrott said all of the money from the victim had been paid into her personal account.

Lee Nunn, Suffolk Trading Standards Officer, said: "It is not the first time the Liptrott family have carried out unsafe building work with David Liptrott, Sandra's husband, being prosecuted for similar charges in July 2015 following a joint investigation with HSE and this case is proof that rogue traders will be investigated by Suffolk Trading Standards and that the court will make significant financial penalties on those found guilty.

"Suffolk Trading Standards would also like to thank the Newmarket Citizens Advice Bureau for their assistance and support to both us and the victim.

"We would also like to remind customers that they should always shop around for a reputable trader, using websites such as Checkatrade (www.checkatrade.com) to make an informed decision on who they get to carry out work on their property for them."

Anyone with a concern about a trader should call Suffolk Trading Standards via Citizens Advice Consumer Service on 03454 040506.



All Poultry in England Allowed Outside

As from yesterday (13th April 2017) the bird flu restrictions were lifted across England. All poultry can now be allowed out from their housing. [Read more here.](#)

[Product Recalls](#)

[Fraud and Scam Advice](#)

[Consumer Rights](#)

Checkatrade.com
Where reputation matters

