

★ JOIN THE FIGHT ★

Suffolk Consumer Champion

Weekly Bulletin

31/03/2017

This week's top features

The image shows two examples of phishing messages. On the left is a screenshot of a PayPal email titled "Your Account locked on 28 March 2017". The email body contains several paragraphs of text, including a "Log In" button. A yellow callout box is overlaid on the bottom left of the screenshot, stating: "Your Apple ID was locked due to a suspicious login attempt. Please verify your account using the secure link below to reactivate." On the right is a screenshot of a text message from Santander Bank stating: "Your Santander Bank Account has been blocked. All services have been withdrawn. Go to [redacted] to reactivate now." Below the text message is the Apple Inc. logo and a "Dear" salutation, followed by a paragraph of text and a "Log In Here" link.

Scam - Your Account is Locked

We have received so many examples of scam emails and texts this week, most of which tell the recipient that they are locked out of their account, it has been blocked, or limited. These are all examples of phishing.

Phishing plays on the word 'fishing', in that the fraudsters fish for potential victims by sending

emails, social media messages or text messages or making phone calls with urgent messages in the hope of persuading someone to visit the bogus website.

The fraudsters will use your details to [steal your identity](#), or simply take the money you've paid and break all contact.

Spot the Signs:

- Their spelling, grammar, graphic design or image quality is poor quality. They may use odd 'spe11lings' or 'cApiTals' in the email subject to fool your spam filter.
- If they know your email address but not your name, it'll begin with something like 'To our valued customer', or 'Dear...' followed by your email address.
- The website or email address doesn't look right; authentic website addresses are usually short and don't use irrelevant words or phrases. Businesses and organisations don't use web-based addresses such as Gmail or Yahoo.

Protect yourself:

- Don't assume anyone who's sent you an email or text message – or has called your phone or left you a voicemail message – is who they say they are.
- If a phone call or voicemail, email or text message asks you to make a payment, log in to an online account or offers you a deal, be cautious.
- Make sure your spam filter is on your emails. If you find a suspicious email, mark it as spam and delete it to keep out similar emails in future.
- If in doubt, check it's genuine by asking the company itself. Never call numbers or follow links provided in suspicious emails; find the official website or customer support number using a separate browser and search engine.

How to report it

[Report it to Action Fraud online](#) or call 0300 123 2040.



Westminster Recliners and UK Mobility Direct

Update on the current trading positions of Westminster Recliners and UK Mobility Direct.

We are aware that;

Westminster Recliners have been taken into receivership. Enquiries about this can be made by contacting the administrators McTear Williams & Wood Limited, Townshend House, Crown Road, Norwich, NR1 3DT, Email: info@mw-w.com or Tel: 01603 877540, Fax: 01603 877549.

UK Mobility Direct Ltd have been placed into the hands of the Official Receiver. Creditors can register with Virginia Lewis at the Official Receiver at her email address virginia.lewis@insolvency.gsi.gov.uk



Community Speed Watch

Community Speed Watch makes a valuable contribution to road safety and Suffolk Police are seeking additional volunteers.

The police will provide the right level of reassurance and enforcement, but officers cannot always carry out speed enforcement checks in every location that wants them on a regular basis.

Can you spare 1 hour a week?

Why not get together with like-minded members of the community and use speed detection equipment to monitor traffic speeds in your community. This will help to raise awareness and the dangers of speeding in order to help improve the safety of **your** community.

Check out What's involved

A [film](#) has been produced which explains how communities can work together to reduce speeding in their area.

So if you can spare a little of your time and are interested in joining there are a number of ways you can speak to someone about it. You can contact your local [Safer Neighbourhood Team](#), or Email: communityspeedwatch@suffolk.pnn.police.uk

More information can be found in this [leaflet](#).

[Product Recalls](#)

[Fraud and Scam Advice](#)

[Consumer Rights](#)

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