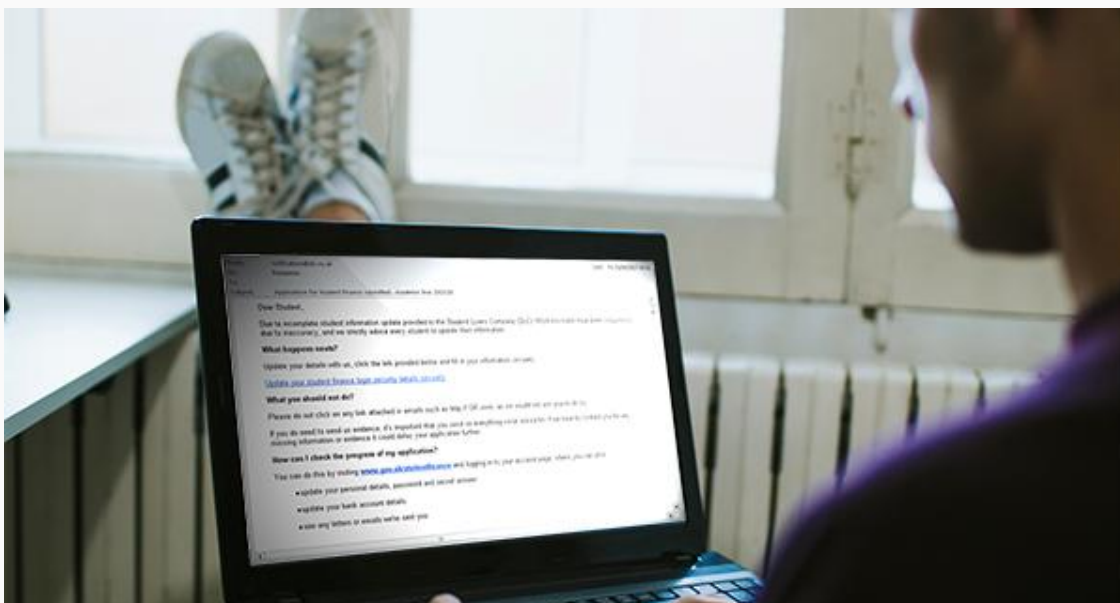


★ JOIN THE FIGHT ★

Suffolk Consumer Champion
Weekly Bulletin

08/09/2017

This week's top features



University Students Targeted by Scammers

- First-year and returning university students warned of a [phishing scam](#) that claims to be from the student loan provider.
- Fraudsters are believed to be targeting victims as they prepare to start their new academic year
- Victims are duped into giving up personal information that is used to [steal their identity and defraud them](#).
- The Student Loans Company has confirmed that the email is not genuine.

The fraudulent email has come to light over the last two weeks in the lead up to the new academic year and claims that [Student Loans Company](#) accounts have been suspended due to incomplete student information.

It therefore urges the recipient to update their details using a web link which then leads to a fake website with the aim of harvesting personal details.

The scam is believed to target both new and current university students. However, examples of the scam have been reported where individuals who have never applied for student finance have also received the email.

Spot the signs of scam student messages

Fraudulent emails that pose as an official company or organisation usual has poor-quality spelling, grammar, graphic design or image 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.

When a fraudulent email asks you to follow a link or respond, the website or email address usually 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.

This phishing email displays a number of tell-tale signs of a scam including spelling and grammar errors. As the new university year begins, we are urging people to be especially cautious of emails that request personal details. Always contact your bank if you believe you have fallen victim to a scam.

Report It

Anyone who receives a scam email about student finance should send it to us at phishing@slc.co.uk in addition to [reporting it to Action Fraud](#), as this allows them to close the site down and stop students from being caught out.



Starting a Business?

We know that starting a business can be daunting. However, [Business Companion](#) provides information for businesses and individuals that need to know

about trading standards and consumer protection legislation.

The guidance is divided up into 15 broad Quick Guides and each one contains a number of more detailed In-depth Guides.

There may be rules you are not aware of, so make sure you explore the site thoroughly. If you don't know where to begin, or you're a new business, click Get Started.

Get Started gives a brief overview of how UK trading standards law views businesses that sell to consumers, and information about other topics that are covered by this legislation. The overview is split into five broad sections:

1. What you sell
2. Where you sell
3. How you sell
4. Key topics
5. Key activities

Within each of the five sections outlined in Get Started you will find three Quick Guides, each of which provides quick-access high-level information to help you get started and understand the scope of its subject:

In-depth Guides provide detailed information on very specific topics, and have links to further information and the key legislation that applies.

You can reach the In-depth Guides in three ways:

- read a Quick Guide, then browse its related In-depth Guides to see whether there are areas that you need to know more about
- go to the In-depth Guide page and expand the list to see all the guides available on the site
- use the search box, and then click on the filter for In-depth Guides



We now have just under 5,500 properties across Suffolk who benefit from living in a No Cold Calling Zone. The above picture is from a zone that was launched this week in Barley Meadows in Halesworth (where a very kind resident helped us all shelter from the rain).

'No Cold Calling Zone's' consist of a road or small group of roads where the residents have decided that they do not want uninvited sales people knocking on their doors. The zone's are clearly identified by street signage and by stickers displayed in each participating householder's door.

Suffolk's 'No Cold Calling Zone's' are set up by Trading Standards, taking into account national guidelines and are set up on a proportionate basis where identified evidence is considered. Factors include identification of doorstep crime or burglaries in the area, the number of any vulnerable residents in the area and that resident's are in support of the set up of the zone.

Trading Standards are supported with the use of Consumer Protection legislation which means that if doorstep cold calling is carried out in a zone by a trader or company a criminal offence may have occurred and Suffolk Trading Standards would investigate the cold call.

If you would like your area to be considered as a potential NCCZ, we ask you to contact us by emailing trading_standards@suffolk.gov.uk.

TIP OF THE DAY:
MARKING EMAILS AS "JUNK" OR
"SPAM" INSTEAD OF JUST
DELETING HELPS TRAIN YOUR
EMAIL INBOX ON WHAT SPAM IS



Top Tip

Train your inbox to recognise spam!
Instead of just deleting those unwanted emails mark them as junk or spam so that your account starts to recognise them.

[Product Recalls](#)

[Fraud and Scam Advice](#)

[Consumer Rights](#)

Checkatrade.com
Where reputation matters



**TRADING
STANDARDS**

APPROVED