North Yorkshire County Council

Scarborough and WhitbyArea Constituency Committee 15/1/2020

Jim McCluskey – Divisional Trading Standards Officer

Scams and eCrime

- What do we mean?
- A few examples
- How can we stop it
- On-going projects

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What do we mean?

- Scam
- Fraud
- Misleading actions
- Cyber-enabled
- 'Hacking'

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Consumer and Retail fraud

Software service
'Too good to be true'
Shopping coupons
Official websites

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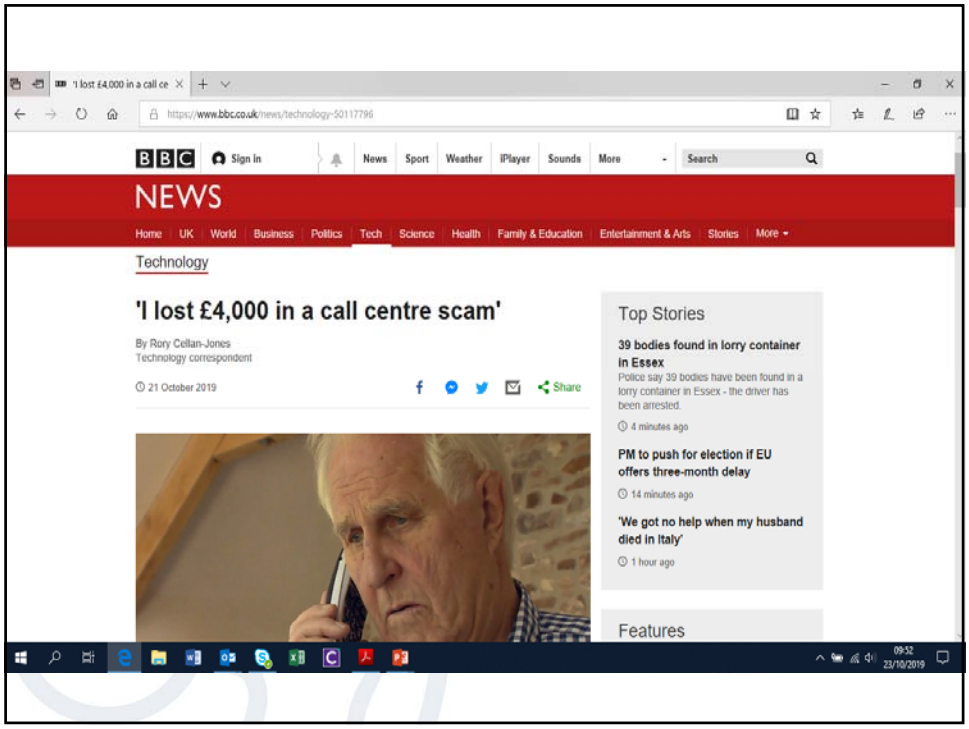
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'I lost £4,000 in a call centre scam'
By Rory Cellan-Jones
Technology correspondent
21 October 2019
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1 hour ago
Features

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Shopping coupon scams

If you saw a supermarket coupon for £75, £150 or £250, it would get your attention... Right? Of course it would, and that's exactly what coupon scammers rely on. This is because what appears to be a harmless, low level scam is really a cynical ploy to steal your money, your identity or banish you to a life on suckers' lists.

If you have not seen a fake coupon yet, you may see one soon because it is only a matter of time before someone shares one with you on Facebook, Twitter or WhatsApp, or before the scammers find another way to dangle one under your nose.

How does it work?

1 You might see a social media post, or receive a WhatsApp message or text from a friend saying something like: "Asda is giving free £100 vouchers to EVERYONE for their wedding anniversary".

Sometimes they are referred to as 'vouchers', other times they are called 'gift vouchers' and latterly they have become 'prizes'. They may come or appear to come from a friend, and encourage you to pass them on to make them seem more believable.

2 There is always a link... **BUT DON'T CLICK IT.** The link leads to an online customer survey asking for your name, address, phone number, and date of birth in return for the voucher.

This seems reasonable for the amount of money they are giving away, doesn't it? In reality, it is enough information to take out a loan in your name, and you will never receive the promised vouchers anyway.

3 **But wait, there is even more!**

They will also sell your details to other criminals to use, abuse and bombard you with more scams.

So what can you do to avoid a coupon scam?

The best way to avoid coupon scams is simply to ignore them. You should never click the links because you risk downloading malicious software to your computer or device. Whatever you do, you should never, ever give over any personal details. Finally, do NOT spread the scam by sharing any of the posts or messages with family and friends.

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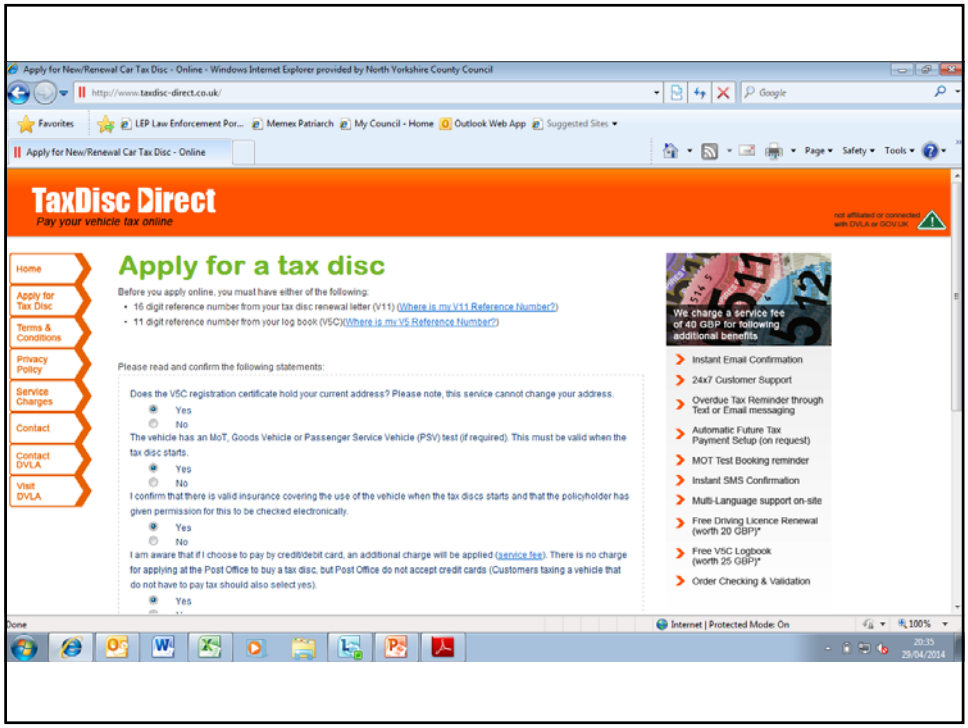

Subscription Traps

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Advanced Fee Fraud

Romance

West African 419

'Too good to be true' (2)

Rentals

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BE
LOVE
YOU
SEND
ME
MONEY

FOR
RENT

Phishing

- The bait
- The catch
- The follow-up
- The clear out

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Scarborough and Whitby residents

1/4/2018 – 1/12/2019

- 67 complaints about scams
- Doorstep
- Emails
- Telephone
- Business to Business

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What to do

- Prepare
- Prevent
- Protect
- Pursue

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National Trading Standards

NTS created in 2012 following a government review of national consumer protection responsibilities

Regional teams and national teams covering areas such as mass market fraud (mail and telephone), doorstep crime and online crime….

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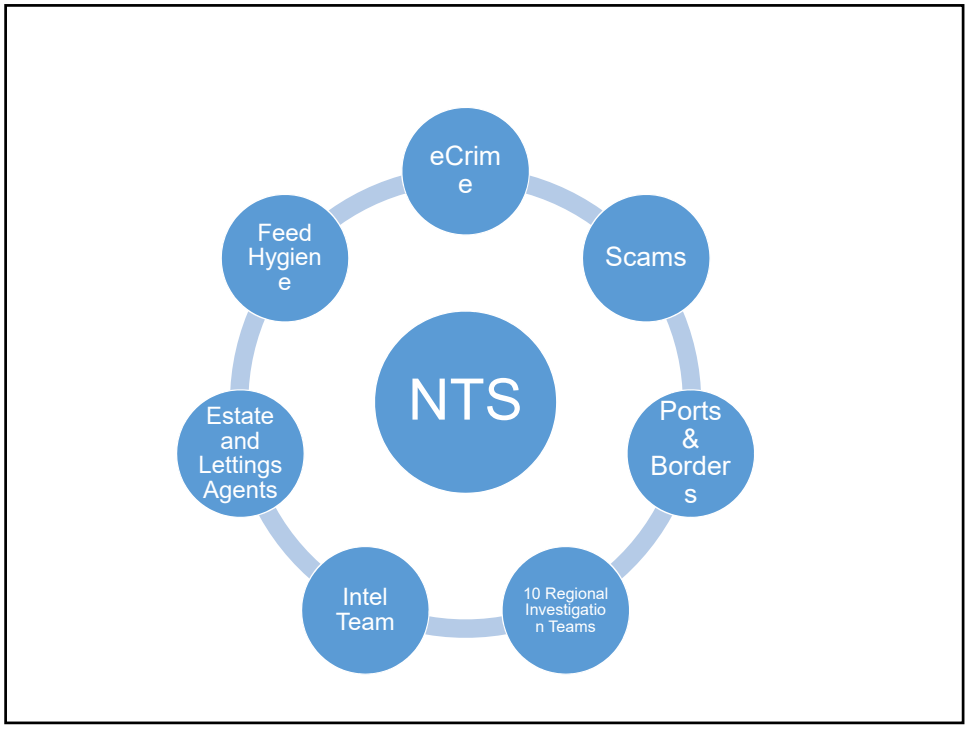
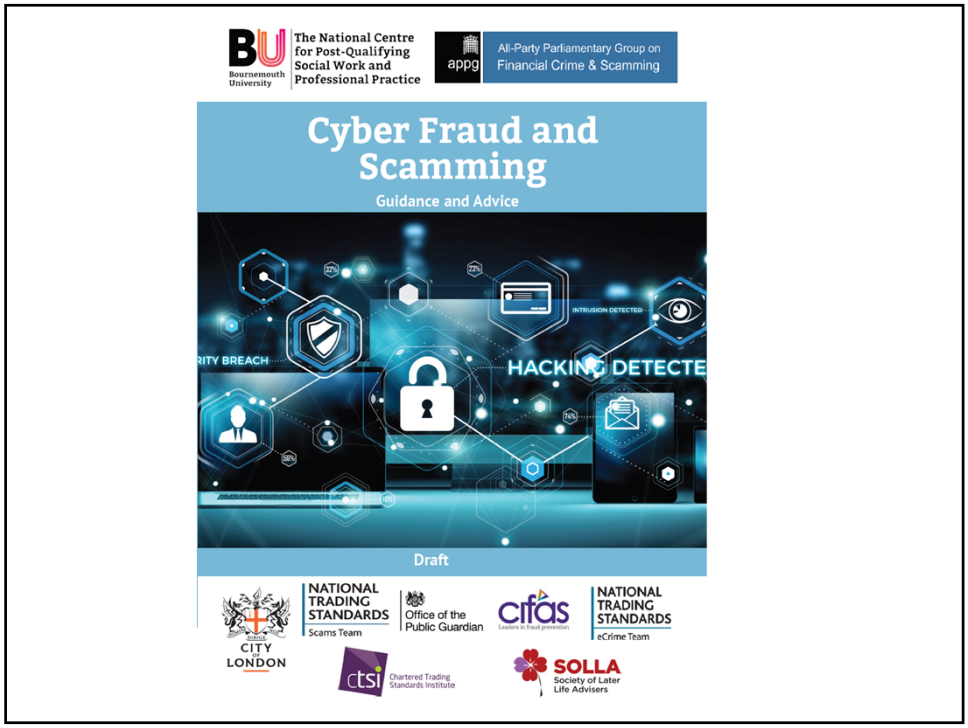

eCrime
Scams
Ports & Borders
10 Regional Investigation Teams
Intel Team
Estate and Lettings Agents
Feed Hygiene
NTS


The National Centre for Post-Qualifying Social Work and Professional Practice
Bournemouth University
appg
All-Party Parliamentary Group on Financial Crime & Scamming
Cyber Fraud and Scamming
Guidance and Advice
Draft
NATIONAL TRADING STANDARDS
Scams Team
Office of the Public Guardian
cifas
NATIONAL TRADING STANDARDS
eCrime Team
CITY OF LONDON
ctsi
Chartered Trading Standards Institute
SOLLA
Society of Later Life Advisers

Working for you

‘Copycat’ web sites

- £40 million fraud, 37+ years prison sentences, £6.1 million recovered in assets

Subscription traps

- Improved the way the finance industry responds to consumer complaints, developed payment disruption techniques

‘Microsoft’ scam

- First ever UK prosecution, working with partners on a further investigation

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Top Tips

- Never give out personal details
- Be suspicious of all callers
- Take your time
- Trust your instincts
- Keep control

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More information

https://www.nationaltradingstandards.uk/work-areas/scams-team/

www.actionfraud.police.uk

www.takefive-stopfraud.org.uk

www.getsafeonline.org

www.cifas.org.uk

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Any questions?

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