

SCAMS

Royal Mail Deliveries Appliance Repairs Contract – renewal of insurance Universal Credit

Over the last few weeks there have been emails sent round, by people claiming to be Royal Mail, telling people that they have missed a delivery by Royal Mail

Royal Mail advise:

- Royal Mail will never send an email asking for credit card numbers or other personal or confidential information
- Royal Mail will never ask customers to enter information on a page that is not part of the Royal Mail official website
- Royal Mail will never include attachments unless the email was solicited by customer, eg customer has contacted Royal Mail with an enquiry or has signed up for updates from Royal Mail
- **Royal Mail have also stressed that they do not receive a person's email address as part of any home shopping experience**

This is happening locally – please beware

We also have heard of incidents of local people being telephoned to renew their insurance contract for maintenance of domestic appliances such as washing machines. Resist and the special offer falls from £99 to £65! Double check you do indeed have insurance cover for your appliances and if you do, that it is about to expire and need re-newing. Double check the name of your provider. Don't give out any details including personal and bank or credit card details until you are sure it is genuine – if it's genuine they will already know your name, address and details of appliance!!

Parish Councils have been approached to put notices on their websites to encourage people to apply for universal credit – again a scam to lull people into giving personal details and bank details etc. Ensure you use only direct access to the official .gov.uk website.

Also make sure websites you visit have the little padlock on the address bar

To report suspected scams or if you know money has been paid to a scam, go to the [Action Fraud website](#) for an A-Z list of scams and frauds or call them on 0300 123 2040 for advice. Action Fraud is run by the National Fraud Authority, the government agency that helps to co-ordinate the fight against fraud in the UK.

For further advice on scams contact the Citizens Advice Consumer Helpline on 0808 223 1133.

See also

<https://www.cambridgeshire.gov.uk/business/trading-standards>

<https://www.cambridgeshire.gov.uk/business/trading-standards/report-an-issue-to-trading-standards>