

# Surrey County Council Trading Standards

## TS Alert!

Did you know that you can view the latest three alerts on our website?

Just follow the link!

<http://www.surreycc.gov.uk/business-and-consumers/latest-news-for-business-and-consumers>

### Rogue Traders

These are some of the reports we have received in the past week - if you are aware of cold callers in your area please report them to us on 08454 040506. We can alert others and it may save someone from being scammed!

Remember you can always display a No Cold Calling sticker to deter unwanted visits to your door! Just pick one up from your local library, council office or police station!

- Roofers in the Oxted area cold calling!
- Cold calling gardeners in the Godalming area
- Carpet cleaners in the Redhill area quoting one price and somehow charging a lot more!



### Scams

#### Apple Scam

Lots of staff members seem to be getting this email, some more than just the once!

If you get an email with the subject 'Your Account will be expired (Apple)' please do NOT click on any of the links!

Dear Apple Customer

This is an automatic message by the system to let you know that you have to confirm your account information within 48 hours.

Your account has been frozen temporarily in order to protect it.

This will help protect your in the future.the process does not take more than 3 minutes.

Download the attached and open it in your browser and make your request.

Thanks,

Apple Customer Support

### **How you can be scammed by a method called SIM Splitting**

It seems that Organised Crime Groups (OCGs) in the UK purchase victim's personal details that are obtained through the spread of [Trojan malware](#). Victims detail packages are purchased from overseas OCGs specialising in the collection of compromised personal data to sell.

To find out more please visit the Action Fraud website <http://www.actionfraud.police.uk/alert-how-you-can-be-scammed-by-a-method-called-sim-splitting-may14>



### **News**

# PRIZE DRAW

**You have won...**

**... a free pack containing advice  
on how to avoid scams**

Do you or does someone you know receive...

- lots of mail promising cash prizes?
- mail order catalogues offering products for sale and promising cash prizes when an order is placed?
- letters from clairvoyants promising good fortune?
- phone calls from strangers offering goods or services?

For a free advice pack,  
call **03456 009 009**



[www.surreycc.gov.uk](http://www.surreycc.gov.uk)



Last week we mentioned that May is Scams Awareness Month and are using this opportunity to launch our **NEW / FREE SCAM STICKER PACK** !

As part of a major project throughout England officers from this service have been visiting residents that have been identified as responding to scam mail. It was obvious that some really did believe that though sending money they would be unlocking and then receiving large cash prizes, holidays and cars. Others felt threatened as bad luck was promised if they didn't reply, and some felt compelled to buy from certain catalogues as they would be entered into (sometimes non-existent) prize draws. We felt that through talking to such victims that reminders not to part with their money, alongside

support and education may help them stop becoming further victims of financial fraud.

The pack contains advice alongside two chequebook stickers and two phone stickers to remind people not to part with their money without thinking twice or getting advice and not to disclose personal details to people over the phone that they don't know.

If you would like a pack please call us on 03456 009 009

You can find out more and download an electronic version of the pack from

<http://www.surreycc.gov.uk/business-and-consumers/latest-news-for-business-and-consumers/scam-sticker-pack>





If you want to hear direct from a Surrey resident who was fleeced out of over £200,000 by scammers then her story is on YouTube.

[http://www.youtube.com/watch?v=q2Oe2\\_RfFcc&feature=youtu.be](http://www.youtube.com/watch?v=q2Oe2_RfFcc&feature=youtu.be)



If you are a carer or care professional then you may be interested in this guide that shows some of the warning signs to look out for!

[http://www.surreycc.gov.uk/\\_data/assets/pdf\\_file/0003/618564/Scams-Carer-Guide.pdf](http://www.surreycc.gov.uk/_data/assets/pdf_file/0003/618564/Scams-Carer-Guide.pdf)

## **Recalls**

We know that returning a recalled product is not always convenient, especially if it's an item that you use every day, but recall notices keep consumer safe!

The small inconvenience of returning a recalled item is worth it when you consider that faulty products can electrocute or cause a fire and recalled food items may cause illness or anaphylactic shock.

Why not bookmark these three sites and make a point of checking them every Tuesday

#CheckItTuesday

<http://www.tradingstandards.gov.uk/advice/advice-recall-list.cfm>

<http://recalluk.com/>

<http://www.food.gov.uk/>



## **Slimfast Bars**

Unilever has withdrawn three varieties of Slimfast Meal Bars because some packs have been packed into incorrect boxes, and the presence of wheat and oats (gluten) and peanuts are not mentioned on the label. This makes the product a possible health risk for anyone who has an allergy or intolerance to wheat, oats or gluten and/or an allergy to peanut

- Slimfast 4 x Chocolate Crunch Flavour Meal Bar (240g)
- Slimfast 4 x Chocolate Peanut Flavour Meal Bar (224g)
- Slimfast 4 x Summer Berry Flavour Meal Bar (240g)



If you have bought any of the above products and have an allergy or intolerance to wheat, oats, gluten and/or an allergy to peanut, do not eat it. Instead, contact the company careline by phoning 0800 146252



#### **Uncle Ben's Special – Chinese Style Rice**

Mars Food UK Ltd is recalling packs of Uncle Ben's Special – Chinese Style Rice with 'best before' end dates of 25 April 2015 and 26 April 2015 because some packs may contain Uncle Ben's Special – Special Fried Rice, which contains milk and egg.

Product name: Uncle Ben's Special – Chinese Style Rice

Pack size: 250g pouch

'Best before' end dates: 25 April 2015 and 26 April 2015

This product contains milk and egg, making it a possible health risk for those who are allergic to egg and/or allergic or intolerant to milk or its constituents.

If you have bought the above product and have an allergy to egg and/or an allergy or intolerance to milk, do not eat it. Instead, please return the product to Freepost, Mars Food UK Ltd, Consumer Care for a full refund. Mars Food can also be contacted by phoning 0800 952 1234.



#### **Ainsley Harriott Amazing Grains Lentil Dahl Recall**

Symington's Ltd is recalling packs of Ainsley Harriott Amazing Grains Lentil Dahl with a 'best before' end date of March 2015 and April 2015 because they contain milk which is not mentioned on the product label. This makes the product a possible health risk for anyone who is allergic or intolerant to milk or its constituents.

Product name: Ainsley Harriott Amazing Grains Lentil Dahl

Pack size: 150g

'Best before' end: March 2015 and April 2015

Barcode: 5050665006751

Allergen: milk

This product contains milk making it a possible health risk for those who are allergic or intolerant to milk or its constituents.

If you have bought the above product and have an allergy or intolerance to milk, do not eat it. Instead,

contact the Symington's Customer Service Department on 0113 270 6061 for details about how to return the product.



### **Penny Skateboards**

Penny Skateboards is recalling some of their Glow Deck skateboards and decks because of a production issue that can result in the decks cracking and affecting the performance of the skateboard.

Penny Skateboards Glow Decks Affected By This Recall

The Penny Skateboards Glow Decks affected by this recall are:-

- Penny 22" Glow Complete (Deck only) PNYCOMP105
- Penny 27" Glow Complete (Deck only) PNYCOMP27105
- Penny 22" Glow Deck PNYDECK010GEN2
- Penny Nickel Glow Deck PNYDECK272
- The affected Penny Skateboards Glow Decks were sold between 1st January 2014 and 7th April 2014

If you have one of the affected Penny Skateboards Glow Decks you should return it to the store where you purchased it for an exchange or refund. If you purchased online, you can request a refund or replacement at [Penny Skateboards Glow Deck Recall](#)

If you have any questions about this recall you can contact Absolute Board Company on 02380 865 906 or email them at [customercare.eu@absoluteboardco.com](mailto:customercare.eu@absoluteboardco.com)



### **Summer Infant Video Monitors**

Summer Infant is recalling some of their Video Monitors because the rechargeable battery can overheat and rupture, posing a burn hazard to consumers. The rechargeable battery is found in the monitor, not in the camera.

In the US there have been 22 reports of overheated and ruptured batteries, including incidents of smoke and minor property damage.

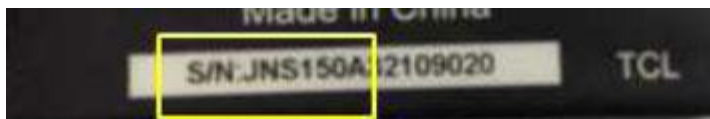
If you have one of the affected monitors you should remove the battery until a replacement is fitted.



You can continue to use the video monitor using the AC mains power adaptor.

The Summer Infant Video Monitors affected by this recall are:-

- Summer Infant Video Monitor
  - Secure Sight - Model 02041U
  - Baby Zoom - Model 20021U
  - Slim and Secure Plus - Model 02801U
  - Baby Touch Plus - Model 02001U
- Battery serial numbers starting with:-
  - S/N:JNN-S150A
  - S/N:JNN-S150B
  - S/N JNN-S150C
  - S/N:JNS150A
  - S/N:JNS150-BA
  - S/N:JNS150-BB
  - S/N:JNS150-BC



If you have an affected Summer Infant Video Monitor you should call Summer Infant on 01442 505000 option 1 or email them on [custserviceuk@summerinfant.com](mailto:custserviceuk@summerinfant.com) to arrange for a replacement battery.



### **Haier Washing Machine Recall**

Haier is recalling some of their washing machines because an electrical component on the control panel can overheat and may catch fire.

If you have an affected washing machine Haier will send an engineer out to you to replace the control board and remove the safety issue.

There are 115,000 Haier Washing Machines affected by this recall, they are:-

- Haier Washing Machines Models:-
  - HW-C1260TVE-U
  - HW-C1260TVEME-U
  - HW-C1270TVE-U
  - HW-C1270TVEME-U
  - HW-C1460TVE-U
  - HW-C1460TVEME-U
  - HW-C1470TVE-U
  - HW-C1470TVEME-U
  - HW-D1260TVE-U
  - HW-D1260TVEME-U
  - HW-D1270TVE-U
  - HW-D1270TVEME-U
  - HW-D1460TVE-U

- HW-D1460TVEME-U
- HW-D1470TVE-U
- HW-D1470TVEME-U
- The affected washing machines were sold between 2007 and 2010

NOTE - You will find the model number on the body of the washing machine, just inside the washing machine door.

If you have, or think you may have, one of the affected Haier Washing Machines you should call Haier on 0800 888 6124 or email at [modifications@0800repair.com](mailto:modifications@0800repair.com) to arrange to get your washing machine repaired.



### **Bush Washing Machine Recall**

Bush is recalling some of their washing machines because an electrical component on the control panel can overheat and may catch fire.

If you have an affected washing machine Bush will send an engineer out to you to replace the control board and remove the safety issue.

There are 13,500 Bush Washing Machines affected by this recall, they are:-

- Bush Washing Machines Models:-
  - Bush WM1270TVE (white)
  - Bush WM1270TVEME (silver)
  - Bush DIHWD1270TVE (white)
  - Bush DIHWD1270TVEME (silver)
  - Bush WM1470TVE (white)
  - Bush WM1470TVEME (silver)
  - Bush DIHWD1470TVE (white)
  - Bush DIHWD1470TVEME(silver)
- The affected washing machines were sold between 2008 and 2011

NOTE - You will find the model number on the body of the washing machine, just inside the washing machine door.

If you have, or think you may have, one of the affected Bush Washing Machines you should call Bush on 0800 888 6124 or email at [modifications@0800repair.com](mailto:modifications@0800repair.com) to arrange to get your washing machine repaired.

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**All reports of frauds or scams can be reported to us via the Citizens Advice Consumer Helpline on 08454 04 05 06 (or 020 8185 0710) or online via their [website](#)**

***For Textphone please dial 18001 followed by 08454 04 05 06***

You have been sent this information as a subscriber to **Surrey County Council's Trading Standards Service** TS @lerts. If you wish to stop receiving these please email:

[trading.standards@surreycc.gov.uk](mailto:trading.standards@surreycc.gov.uk) and type 'TS @lert stop' in the subject line  
OR

Reply to the person who forwarded you this email if it wasn't sent direct from us



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