

# 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>

### **Scams**

#### **Free Boiler?**

Reports of unsolicited calls offering free boilers - be aware of all unsolicited calls and if something seems too good to be true, it probably is!

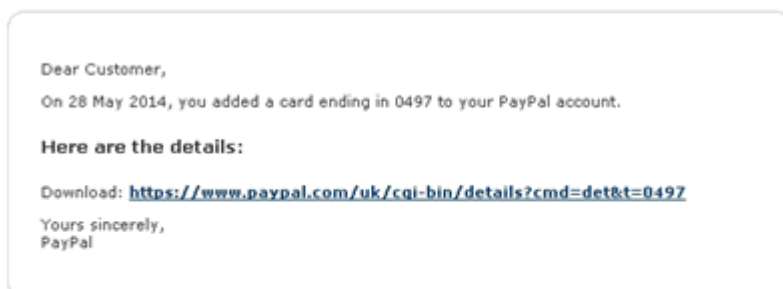
#### **Australian Lottery**

Reports of letters from Australia asking you to part with your money to buy a lottery ticket ... not only do you stand to lose the original ticket money but more often than not you will find that you win but have to pay extra (£100's if not £1000's) for insurance or as a release fee to get your (non-existent) winnings!

**Phishing** ... a method used by fraudsters to access valuable personal details, such as usernames and passwords.

These can have a monetary value to criminals. Phishing can also involve sending malicious attachments or website links in an effort to infect computers or mobile devices. Criminals send bogus communications: emails, letters, instant messages or text messages. Very often these appear to be authentic communications from legitimate organisations. Embedded links within the message can direct you to a hoax website where your login or personal details may be requested. You may also run the risk of your computer or smartphone being infected by viruses.

Here are just 2 examples received by Trading Standards staff in the past week ...



[Help Centre](#) | [Security](#)

Please do not reply to this email because we are not monitoring this inbox. To get in touch with us, log in to your account and click "Contact Us" at the bottom of any page.

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PayPal Europe S.à r.l. et Cie, S.C.A.  
Société en Commandite par Actions  
Registered office: 22-24 Boulevard Royal, L-2449 Luxembourg  
RCS Luxembourg B 118 349

PayPal Email ID PP006 - 9c93783d9a79d

.....  
Your O2 bill for 29/05/14 is now ready. You can [look at your bill here](#).

In total, your bill for this month comes to **£344.16**. We'll request this amount from your chosen account on, or just after, the date in your bill.

To see your bill, you'll need the username and password you were given when you joined O2. If you've forgotten them, we can give you a [reminder](#).

Is your bill more than you were expecting?  
If so, here's a few reasons why this might be:

- You could have gone over the minutes, texts or data that's in your allowance.
- You could have called or sent texts to numbers that can't be taken from your allowance such as International, 0800, 0845 numbers or directory enquiries.
- You have used your phone for calls, text or data whilst abroad.

To view any charges outside your allowance [click here](#)

If you have any questions, just [ask Lucy](#). She's our online virtual agent. You can also find out more about what's included in your bill with an [online demonstration](#).

Best regards

O2

This email is sent from Telefónica UK Limited. Registered office:  
260 Bath Road, Slough, Berkshire, SL1 4DX. Registered number: 1743099.  
Please do not reply.

### **Save 40% of your energy bill?**

We have had a report of an unsolicited phone call to one of our elderly residents from their 'energy supplier' offering 40% off the cost of their bills for life as they were in receipt of a state pension and had always paid their bills on time.

The caller knew details about the consumer such as name, address and even the first 4 digits of their debit card. All he asked for were the remaining numbers of the card as confirmation that he was speaking to the right customer.

Luckily this information was not handed over and when the consumer hung up he called his energy supplier to check - of course they knew nothing of this and confirmed it was in fact a scam!

You can get a sticker to go on your phone to remind you to think twice before handing over personal details. To get a sticker pack please call 03456 009 009



### **Look out for Android "police" malware**

The National Fraud Intelligence Bureau has issued some advice on how to remove Android-Trojan.Koler. A Malware that displays a warning message which appears to come from the police. You will know your device is infected when a pop appears on your screen displaying a warning message, which claims to come from the police or other crime agencies.

The pop up states that your device been locked, and can be unlocked if you pay a fine. This type of malware is designed to prevent you from accessing your home screen as well as other apps on your Android device. The malware achieves this by disabling the back space button.

This type of malware can be removed from your phone and it is recommended that you don't pay to remove the warning message, as it is unlikely to resolve the issue. Please see the Action Fraud website for further information <http://www.actionfraud.police.uk/look-out-for-android-police-malware->

may14



## **News**

### **Cosmetics**

A massive haul of illegal cosmetics, including some which contained ingredients linked to cancer, have been seized at Heathrow Airport by Surrey Trading Standards

See the BBC news website for more information - <http://www.bbc.co.uk/news/uk-england-27606680>



### **Tougher sentencing laws for fraudsters targeting vulnerable victims**

Fraudsters who target vulnerable victims, such as the elderly, in England and Wales face harsher sentences, under new guidelines published by The Sentencing Council.

The new guidelines are likely to lead to increased sentences for those who leave victims badly affected as the Council has ensured that the impact on victims is central to how offenders should be sentenced.

<http://www.actionfraud.police.uk/tougher-sentencing-laws-for-fraudsters-targeting-vulnerable-victims-may14>



## 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/>



### Panasonic Toughbook Battery Recall

Panasonic is recalling some of their Toughbook Tablets because the batteries can overheat and catch fire.

Panasonic is recalling the affected batteries and replacing them.

The Panasonic Toughbooks and Batteries affected by this recall are:-

Panasonic Toughbook Model CF-H2

Manufactured between July 2011 and May 2012

Battery pack model number - CF-VZSU53AW

Battery lot numbers starting:-

B6NA, B6YA, B71A, B74A, B75A, B76A, B7CA, B7VA, B83A, BBGA, BBHA, BBJA and BBWA

To check the battery information shutdown your Panasonic Toughbook and remove the battery. The model and lot numbers can be found as shown below:-



If your battery pack has the affected model number and starts with any of the lot numbers listed

above, it is affected by this recall.

If you have one of the affected Panasonic Toughbook Batteries you should contact Panasonic on 0800 0884324 or email them at [toughbooksupport@eu.panasonic.com](mailto:toughbooksupport@eu.panasonic.com)



### **Harley Davidson FX Fuel Level Sensor Recall**

Harley Davidson is recalling FX motorcycles because the engine may stop unexpectedly. The engine may stop because the fuel has run out even though the fuel range indicator shows miles remaining and before the low fuel warning lamp illuminates. Harley Davidson is recalling the affected FX motorcycles and updating the software programme for the fuel level sensor signal.

There are 351 Harley Davidson FX motorcycles affected by this recall. The models affected are the FXSB, FXSB103, and FXSBSE. They were built between March 2012 and March 2014. If you have, or believe you may have, one of the affected Harley Davidson FX motorcycles then please contact your local dealer.