

# 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 & Scams**

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#### **Message from a Surrey Resident...**

Just had a very scary half hour.

I received an email from O2 supposedly, it had their correct address and registration numbers, saying I could download my latest bill, which of course was huge and scared the living daylights out of me.

O2 the REAL O2 helped reset my password as my whole account had been hacked and I was unable to access via my email or password.

#### **Message of warning sent via a member of eSight about fake BT phone and e-mail messages.**

Well this afternoon, I had a call from someone saying they were calling from BT. They wanted to let me know that in a week's time I would be receiving a letter from BT to let me know that my line rental would be costing me £10 less a month. Then he said that the Visa card they had for me was out of date and they needed to update my details. I said that in all the years I have been with BT I have never been asked to give card details because they have my sort code and account number, so I can pay by direct debit. They said it was necessary. I said I never give bank card details out over the phone and that I would speak to BT and see what they said. He then tried again to convince me and I interrupted him and he then started to shout that I was rude to interrupt him and that it was no wonder BT were losing customers. I then hung up and after having a calming coffee I rang BT and gave them the details.

The guy I spoke to said there is another scam where you receive an email supposedly from BT saying there is a problem with your bill and asking you to click on a particular link and apparently this is yet another scam. I just wanted to warn everyone I would hate to think anyone I knew or anyone they knew got caught. Am okay now but it did shake me up a bit.

#### **Refund from a hotel?**

A local resident received a call from a hotel claiming that he had overpaid by £20 and wanted his debit card details.

The caller was claiming to be a hotel based outside Yorkshire

The request was declined!

Our consumer called the hotel back and found that the scam was the second one that day - hoping no one else fell for it!

***Our advice - If you receive any unsolicited email or phone call seemingly from a bank or other institution that asks you to click a link and/or provide sensitive personal information, or open a document, then you should view this with the utmost suspicion. It is highly unlikely that a legitimate institution would request sensitive information in such a way.***

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## **News**

### **Surrey Trading Standards Shortlisted for National Champions Award**

We have been commended for our outstanding work raising awareness of the dangers of loan sharks as category winners of the Stop Loan Sharks Champions awards.

The England Illegal Money Lending Team elected Surrey Trading Standards as the Local Authorities/Education/Schools category joint winner, for “utilising many different ways of engaging residents in communities of high risk and deprivation including door knocking to get the message out to the most vulnerable. They also worked with over 20 different partner agencies including schools, hospitals, prisons and food banks which led to people being willing to talk about loan sharks. They reached over 12,500 residents with a social media reach of thousands and even put posters at bus stops and in buses.

The England Illegal Money Lending Team who work in partnership with Trading Standards Authorities across the country, are hosting the third annual Stop Loan Sharks awards to commend those who have made a real difference in communities by highlighting this crime. Surrey Trading Standards are now in with a chance of becoming the national winner and receiving £1000 worth of proceeds of crime money to fund further awareness raising, following an online public vote.

To show your support for Surrey Trading Standards vote online at <https://www.surveymonkey.com/s/SLSChampions> before 7th July 2014. The national winner will be announced later in July.



### **Do You want to Eat Out Eat Well? Now you have 170 caterers in Surrey to choose from!**

The Eat Out Eat Well Award has been developed to reward caterers throughout Surrey who make it easier for their customers to make healthy choices when eating out. It has three levels – Bronze, Silver, and Gold, and is symbolised by an apple logo in the shape of a heart. The level of award is based on a scoring system that takes into account the type of food on offer, cooking methods, and how the meals are promoted to customers. This scheme benefits both caterers by promoting their businesses and consumers by helping them make healthier choices when eating out.

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



**Spot a fake this World Cup - let us know!**

Football is big business, and as trading standards officers know, if there is money to be made, counterfeiters will show interest.

All official products have the World Cup hologram, labelled in a specific way, and have restrictions on the amount of branding and sponsor logos on one product.

Sandwell Council's Trading Standards team have seized more than 2,000 fake England shirts due to a tip-off from a member of the public.

If you spot any - let us know via 03454 040506

[http://www.sandwell.gov.uk/news/article/2974/thousands\\_of\\_fake\\_england\\_world\\_cup\\_shirts\\_seized\\_in\\_wednesbury](http://www.sandwell.gov.uk/news/article/2974/thousands_of_fake_england_world_cup_shirts_seized_in_wednesbury)



**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/>



**Heritage Montgomery Spring Still Natural Mineral Water**

Nisa is recalling 2-litre bottles of Heritage Montgomery Spring Still Natural Mineral Water with a 'best before' date of May 2016, because some bottles have been found to have small black particles floating in them. If you have bought this product, do not drink it.

The product being recalled is:

Product: Heritage Montgomery Spring Still Natural Mineral Water  
Bottle size: 2 litre  
'Best before' end: May 2016 L14135

Nisa is recalling the above product. Product recall notices will be displayed in stores supplied by Nisa, explaining to customers why the product has been recalled. If you have bought this product, do not drink it. Instead, return it to your nearest Nisa store for a full refund.

### **Speedo Sea Squad Float Vests**

The following notice has been issued by the manufacturer:

We have discovered a manufacturing problem with the Sea Squad Float Vests, which could potentially affect the buoyancy of the product, compromising balance in the water. The affected products can be identified by the octopus and shark characters that are printed on the vest – one on the front right side and a larger one on the back). This recall does not affect any other Speedo products including Sea Squad Float Vests that were purchased before the 1st October 2013.

#### Next steps

If you have an affected float vest please stop using it immediately, and return it to the retailer it was purchased from for a full refund of the purchase price. You do not need to have your receipt. If for any reason you are unable to return the vest back to the original retailer, we would welcome you to return it directly to Speedo using the form attached at the bottom of this page.

#### Contact details

If you have any queries, please contact our Customer Services Team on 0345 850 8582 or +44 (0)1254 277233 if calling from outside of the UK. We would like to reassure you that all Speedo products are tested rigorously to the highest safety standards at every level of the development process and defects in Speedo products are extremely rare.

We wish to thank you for your co-operation and sincerely apologise for any inconvenience this may cause you. Your custom and loyalty to Speedo is greatly valued.  
Speedo International



**Dilly & Wolf Nutsters snacks recalled from Selfridges**

Dilly & Wolf has recalled two snack products because the products may contain peanuts due to cross contamination during the manufacture of one of the ingredients. This is not mentioned on the label making the product a possible health risk for anyone who is allergic to peanuts.

Product name: Spicy Roasted British Pea Onion & Chilli  
Pack size: 50g  
'Best before' date: 3 August 2014

Product name: British Pea, Wasabi Macadamia & Chilli  
Pack size: 50g  
'Best before' date: 3 September 2014

No other Dilly & Wolf products are known to be affected.

If you have bought any of the above products and you are allergic to peanuts, do not eat them. Instead, return them to the store where it was bought for a full refund.  
The product is sold through Selfridges only.

**Sainsbury's' pitted black olives**

Sainsbury's is recalling its 'by Sainsbury's' pitted black olives 350g jars, because a limited number of jars may contain small pieces of glass. If you have bought the product, with a 'best before' date of 3 April 2017, do not eat it.

Sainsbury's is recalling the above product and will be displaying notices in store, explaining to customers why the product has been recalled.  
If you have bought the above product, do not eat it. Instead, return it to your nearest Sainsbury's store for a full refund.



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***All reports of frauds or scams can be reported to us via the Citizens Advice Consumer Helpline on 03454 040506 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