

Consumer Alerts – November 2025

Locksmith scams

Locksmith scams often target people in desperate situations, escalating prices and doing unnecessary work. Be careful if searching for a locksmith online, make sure the locksmith you choose is a known local trades person, not a fake business listing. Be suspicious if you are quoted an extremely low price over the phone and then are pressurised into making a quick decision for extra work that inflates the cost, or if the locksmith arrives in an unmarked van, typically locksmiths arrive in branded vehicles.

A Preston resident recently rang a locksmith after searching online, just to enquire about costs, no visit was arranged or work agreed. A few hours later the locksmith arrived, the customer was out and the locksmith is now demanding a call out fee.

The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to www.safetrader.org.uk.

WhatsApp Gold scam

Beware receiving a WhatsApp message promoting a sham version of the messaging service calling itself 'WhatsApp Gold' which supposedly has special features that can be unlocked by clicking a link. The link may lead to malware being downloaded to your device. This is a longstanding scam that it is understood may have resurfaced.

Be cautious of any messages promoting 'WhatsApp Gold'. To report the sender on WhatsApp, open the chat, tap on the

sender's contact details and select 'block and report'.

Insurance review phishing scam

A Burnley resident received a telephone call from a business claiming to be offering advice on life insurance. The caller knew the residents name and address and requested further personal details including medical information and details of their current provider. Options available were to be provided by email and then a call back, neither of which came.

Beware receiving an unexpected call or an advert pop up on social media encouraging you to review your life insurance policy. The fraudsters may claim they are from a reputable insurance company or that they've been asked to do this by the regulators – all in a bid to gain your trust. They may offer lower premiums but not mention your cover will be reduced, or they are simply phishing for personal information.

Report scam mobile calls by forwarding to 7726, texting the word 'call' then the number.

Contact the Trading Standards Service via the Citizens Advice consumer Helpline on 0808 223 1133.

Check out our Facebook page, www.facebook.com/StnleyDards/

Report it to Action Fraud via www.actionfraud.police.uk or on 0300 123 2040.

