

Consumer Alerts – July 2025

Scam tree services offered

Reports have been received regarding cold callers offering tree and shrub cutting services in the Hyndburn area. In one instance the traders claimed the overhanging branches were dangerous, wanted cash and claimed more money was required than the initial agreed amount.

Often these traders will carry out very little work, will not take the cuttings away and charge a lot of money for their services. Be wary of flyers put through your door offering similar services.

Bogus roofers

Be on the alert for cold callers offering to carry out roof work and repairs. A householder in the Fylde area agreed to a cold caller replacing fascia boards and soffits, they agreed a price and paid an upfront deposit of £700, the traders never returned.

This is a common scenario - always make sure you use known local traders. Even if cold callers provide paperwork, often the address may not be legitimate, contact phone numbers that look like local landline numbers may not be local but divert to untraceable mobile phones.

Trading Standards advice is to always say no to cold callers. The Safetrader scheme can help you find a trader in your area, contact 0303 333 1111 or go to www.safetrader.org.uk.

Current phishing scams.

Be on the alert if you receive an email alleging to be from **Apple iCloud** stating your payment method has expired and

your account has been disabled. The email further states that your account has been blocked and that you could lose all your photos, providing a link to click on to update your details.

A scam text claiming to be from **Lloyds Bank** is also currently doing the rounds, claiming a new direct debit for £126.99 has been set up on your account today. Asking, if you didn't authorise the direct debit to click on the link provided.

It is easy for scammers to send such messages out to millions of people, often they imply a sense of urgency, not giving you time to think and can lead to you providing personal and financial information.

Pet microchip database scam

Pet owners beware receiving a scam email asking you to renew expired microchip registrations. Such scam emails may take your money but your registration will not be valid or legally compliant and will not be of use if your pet is lost or stolen. Always double check the database you are using is registered and listed on the government website, [Get your dog or cat microchipped - GOV.UK](http://www.gov.uk/get-your-dog-or-cat-microchipped).

Report scam emails by forwarding them to report@phishing.gov.uk. Report scam texts by forwarding to 7726.

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

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

