SCAMS

1) Vitamins and supplements

Cold callers are taking advantage of people keen to stay healthy during the pandemic by offering cut-price vitamins and supplements. Here's what to watch out for.

A common scam that's been going for years involves cold callers selling samples of low quality multivitamins as a way of getting hold of people's payment details. Their details are then used to sign up to expensive regular payments without permission.

As the coronavirus pandemic continues into winter, callers are even pretending to be from local health services to gain victims' trust and falsely promote their pills as protective against COVID-19.

Some are claiming the supplements they're offering, such as 'extra strength' vitamin D pills, are proven to protect against the virus.

We've recently heard these kinds of scam callers are claiming to be from the NHS or local healthcare services, offering 'medical grade' supplements at discounted prices.

None of this is true – it's just a ruse to get hold of your bank details. And once they do, they often go on to take regular payments from your account without your permission.

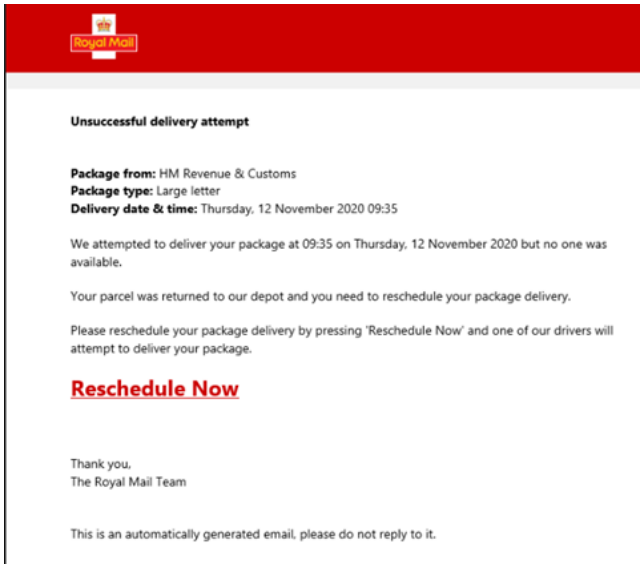
2) Royal Mail (also other delivery companies)

DC Gareth Jordan from Dyfed Powys Police states that they have become aware of fake Royal Mail notifications being sent out via email…

The scam involves an email which claims Royal Mail has tried to deliver a parcel - and then asks you to pay £1.99 to arrange redelivery. The style of the email and the low fee makes the scam appear legitimate. It may look similar to the below – (they do differ)

The email directs you to an official-looking page where you will be asked to give away your bank details.

DO NOT CLICK ON THE LINK. Forward the email to report@phishing.gov.uk
(this reporting service is run by the National Cyber Security Centre and aims to take down fake websites)


Royal Mail

Unsuccessful delivery attempt

Package from: HM Revenue & Customs
Package type: Large letter
Delivery date & time: Thursday, 12 November 2020 09:35

We attempted to deliver your package at 09:35 on Thursday, 12 November 2020 but no one was available.

Your parcel was returned to our depot and you need to reschedule your package delivery.

Please reschedule your package delivery by pressing 'Reschedule Now' and one of our drivers will attempt to deliver your package.

Reschedule Now

Thank you,
The Royal Mail Team

This is an automatically generated email, please do not reply to it.

Remember:

- Anybody who receives an email claiming to be from the Royal Mail must remember that they **will never be asked to pay a redelivery fee.**
- **Never input your bank or card information after following a link on any emails that claims it is from the Royal Mai**l, because it will result in your card details being stolen by criminals.
- If you have reason to believe that you may have been tricked, it is essential that you contact your bank and cancel your card at once, additionally check your statements for any signs of unauthorised transactions.

- If you have been the victim of a payment scam, report it to your local police.

3) Courier fraud

Warning – Fake phone calls to residents pretending to be from the Police!

· We have been notified by Dyfed Powys Police that criminals pretending to be Police officers are calling residents and trying to carry out what is known as 'Courier Fraud'… this could be happening in the rest of Wales too

· They phone you to tell you about fraudulent activity on your bank card, but then start asking you for personal information or even your PIN to verify who you are.

· They may try to offer you peace of mind by having someone pick up your bank card from you to save you the trouble of having to go to your bank or local police station (Courier).

These callers are criminals who will try gain your trust by making you think they are police officers.

- Do not engage in conversation with them.
- Do not allow them to arrange collection of bank cards.
- Put the phone down.
- Block the number they called from.
- Tell your friends and neighbours about this scam
- Report it to your local police force by contacting them via their online webpage or 101