

## Billing Scams Don't Pay!

Alert 3.13

1 February 2022

**Bromley Trading Standards** is reminding residents to be Alert to deceiving calls including recorded messages.

In this case, a scammer claimed that the 'British Gas' bill was overdue - but it could be something else such as 'your' mobile phone network. Scams are a variation on a theme.

### How you can protect yourself:

- Don't reveal any personal information
- Don't select any options in a recorded message
- Hang Up!
- IF you are a customer of the real organisation, check your bill and call them directly if you are unsure.
- Use another phone, or wait a good while, as the scammer(s) may still be on the line.

Remember: Take FIVE to STOP Fraud.

[Take Five - To Stop Fraud | STOP - CHALLENGE - PROTECT - \(takefive-stopfraud.org.uk\)](http://www.takefive-stopfraud.org.uk)

**REPORT** - Protect others by reporting incidents.

< **Contact your bank as soon as possible.**

< Report scams to Action Fraud by calling 0300 123 2040 or visiting [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

< Forward suspicious email to [report@phishing.gov.uk](mailto:report@phishing.gov.uk).

< Forward a suspicious text message to 7726.

< Report a suspicious website [Report a suspicious website - NCSC.GOV.UK](http://www.ncsc.gov.uk).

< Contact Citizens Advice for help and advice about scams on 0808 223 1133.

You can also visit [www.Bromley.gov.uk/scams](http://www.Bromley.gov.uk/scams)