

ALERT

TRADING STANDARDS

Date: 11/08/2025

Please beware of receiving scam texts relating to Winter Heating Allowance such as the one below:



Call 159 using a different phone if you receive a call claiming to be from your bank. This will put you through to your bank's genuine customer service line.

- **NEVER** open attachments or links in unsolicited emails
- **NEVER** give out personal information
- **DELETE** spam emails from your mailbox

Scammers want your name, date of birth & current or previous address to commit identity theft.

With it they can:

- Open bank accounts
- Obtain credit cards/loans & benefits
- Order goods / mobile phone contracts
- Take over existing accounts
- Obtain a passport & driving license

WHERE TO REPORT

Protect others by reporting incidents like this.

Report suspicious texts you have received but not acted upon, by forwarding the original message to 7726, which spells SPAM on your keypad

Report suspicious emails you have received but not acted upon, by forwarding the original message to report@phishing.gov.uk

If you, or anyone you know, have been affected by this fraud or any other scam, report it to Action Fraud by calling 0300 123 2040 or visiting www.actionfraud.police.uk

tradingstandards@royalgreenwich.gov.uk