

ALERTS

TRADING STANDARDS

15/07/2026

Phone scams we are seeing right now

Sky impersonation scam

This cold call claims to be from Sky and says you are eligible for a 30% discount on your subscription. The caller goes on to ask if there have been any issues with Sky's service and how much they pay each month.

It's an attempt to keep you on the phone long enough to get you to reveal personal and financial details.

Job scam

Common reports of this scam involve a voicemail message claiming to be from job platform Indeed.

The voicemail message says that the caller is from Indeed human resources and that they'd like to discuss a job opportunity and asks the recipient to add their number.

HMRC impersonation

This is typically a call claiming legal action for a letter being sent and instructing the recipient to 'press 1 to speak to an adviser'. The call comes from a spoofed UK mobile number.

One recipient of an HMRC scam call reported a scam caller claiming to be from HMRC, telling them that their identity and bank accounts had been cloned, and that thousands of pounds had been taken from their account.

Bank impersonation

Bank impersonations are common, and you should always be wary of a cold call claiming to be from your bank.

There are numerous reports of Barclays impersonation calls. The caller says that an unauthorised payment for hundreds of pounds at Argos has been declined and says that if you didn't attempt to make the payment, 'press 1 to speak to an adviser'.

How to avoid and report scam calls

Scam and spam calls can be a nightmare, but there are ways to reduce these calls and protect yourself from scammers.

Five tips to avoid scam calls:

1. Avoid answering the phone to unrecognised callers.
2. Never disclose your personal financial information over the phone to cold caller. Always verify the call by contacting the organisation yourself using trusted contact details.
3. If you think you've been called by a scammer, you should end the call and wait at least 10 to 15 minutes before using the same phone line. This is because scammers can keep the line open for a period after the call has ended.
4. Register with the Telephone Preference Service (TPS). This will prevent legitimate companies from making unsolicited sales and marketing calls to your phone number, so when you receive a call, you'll know a scammer is on the other end of the line.
5. Call 159 if you receive a call claiming to be from your bank. When you call, you'll be put through to your bank's genuine customer service line.

You can also report scam calls. On an iPhone, you can report scam calls by texting the word 'call' followed by the phone number to 7726. On an Android phone, text the word 'call' to 7726. You'll then receive a message asking you for the scam number.

For scam calls received through WhatsApp, open the WhatsApp chat with the dodgy phone number and tap 'block.' You can report the contact by tapping 'report contact' and 'block'.

All scams can be reported to Report Fraud or by calling 101. If you've had money stolen because of a scam, **contact your bank immediately.**

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 Report Fraud by calling 0300 123 2040 or visiting www.reportfraud.police.uk

tradingstandards@royalgreenwich.gov.uk