

From mountain to sea

Trading Standards Scams Bulletin No. 126

The articles in these bulletins are based on real life complaints made to Aberdeenshire Council's Trading Standards department, unless otherwise stated, to make them as relevant as possible to readers. Names, exact addresses etc. have been withheld to avoid identifying complainants and to comply with GDPR so please feel free to share the contents with friends, family, neighbours or any community groups you are a part of. For details of scams reported in other parts of Scotland please click on the [Trading Standards Scotland Bulletin page](#).

Bogus Callers and Rogue Traders

Nothing to report.

Scams etc.

Facebook scam

One resident in the Formartine area recently saw an advert on a Facebook Marketplace page for wire sculptures. She liked what she saw, so placed an order for one of them. The resident then provided the seller, a female called Tina Thompson, with her bank account details as proof of payment. The payment of £60 was made to a Revolut bank account in a different name. At this time the profile photo of Tina Thompson was of a white, red-haired woman.

The resident waited for the sculpture to be delivered but it never arrived, so she subsequently reported the matter to Trading Standards and her bank. She also noted that the seller's profile photo had been changed and that she had stopped answering Facebook Messenger messages about the order, strengthening the suspicion that the seller was a scammer. The sales post was then duly removed from Facebook by the page's Admins.

Our enquiries into the matter suggest that the seller was actually a female based in Nairobi, Kenya and that the name Tina Thompson is very probably fictitious. We also learned that the Revolut bank account is registered to their HQ address Canary Wharf, London, under a different name, a male's name.

Some points to note:

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- Facebook and Revolut did not take any active part in this matter. Their services were simply used by the scammer to deceive the resident,
- Buying goods from sellers on social media is an inherently risky business as the information provided by the seller, as in this case, may be fictitious and the goods being offered for sale may not even exist,
- Bear in mind too that if the seller is located outside the UK, British laws may not apply and tracing a scammer may be almost impossible,
- Getting a refund from a foreign scammer is extremely unlikely and virtually impossible to enforce in a foreign country,
- The seller should have been able to tell from her own bank account that payment had been made and did not need the resident's bank account details to prove payment. Any such request should be treated with deep suspicion,
- Remember too, be very careful who you share your bank account details with as this is valuable, sensitive information to a scammer which they might try to use to commit further crimes with,
- This resident did the right thing in reporting the matter to her own bank as they will now keep a closer eye on her accounts for unusual transactions. There is also a slight chance they may also be able to recover her money from the Revolut account via the [Chargeback](#) system, or she may qualify for compensation from her bank,
- If you think that you've fallen victim to a banking scam, please remember you can call your bank on the Stop Scams short code of 159 to report the matter timeously,
- Please also remember to report the matter to your local Trading Standards office so that we can provide advice and alert other people to this scam.

Misc.

In numerous previous Bulletins we have mentioned the 7726 Spam and Scam text number. One example of its effectiveness was highlighted by the Information Commissioner's Office in September 2025 when a man called Bharat Singh Chand fell foul of it.

Mr Chand was a self-employed lead generator (someone who follows up leads where a member of the public has shown some interest in goods or services with the hope of turning that member of the public into a customer of those goods or services). Between 3 December 2023 and 3 July 2024, Mr Chand sent or instigated the sending of 966,449 direct marketing text messages in breach of regulations 22 and 23 of the Privacy and Electronic Communications

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Regulations, 2003. (Regulation 22 refers to sending unsolicited e-mails and texts for marketing purposes and Regulation 23 refers to that sender concealing their true identity whilst doing so.)

This behaviour resulted in 19,138 complaints to the 7726 spam reporting service for which Mr Chand was fined £200,000 and issued with an enforcement notice. More detail about the ICO's decision can be found on their website [here](#).

Such a decision demonstrates the usefulness of the 7726 service and the potential impact of reporting scams and spam.

Stop Press

Protecting Our Community

Aberdeenshire Trading Standards continue to receive complaints from around the Shire regarding the Stirling-based company Kingdom Coatings. Residents allege that company representatives have ignored 'No Cold Calling' notices, used high-pressure sales tactics, delivered poor-quality workmanship, failed to complete agreed work, and have been unresponsive when customers attempt to raise concerns or request remedial action.

In response to these concerns, officers from our Interventions Team have engaged directly with the company's doorstep sales staff to remind them of their legal obligations. Further enquiries are still ongoing.

Residents who encounter similar issues, especially with regard to doorstep callers ignoring 'No Cold Callings' stickers and signs are asked to contact Trading Standards to report their concerns.

Conclusion

Please note that the advice given in these bulletins has been deliberately kept simple, so that if you are faced with such a scenario where fear, alarm and panic are tools often used deliberately by scammers, you will know what to do at that time.

If you have been the victim of a Bogus Caller or other form of scam, please report the matter to Consumer Advice Scotland so that Trading Standards can maintain a detailed picture about scammers operating in the Shire. This would be a great help to us to tackle this sort of crime.

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If you have any information to share about the unlawful sale of tobacco or disposable vapes, please use the Contact Info below to pass that information to Trading Standards. If you would prefer, you can report the information anonymously to Crimestoppers on 0800 555 111.

Contact Info

For non-urgent Trading Standards enquiries in Aberdeenshire, please contact Consumer Advice Scotland at <https://consumeradvice.scot/contact/> or call them on 0808 164 6000.

For urgent Trading Standards matters or doorstep crime matters, contact Aberdeenshire Council's Trading Standards at 01467 537222 or via trading.standards@aberdeenshire.gov.uk

Aberdeen City Council's Trading Standards department can be contacted by calling 0300 0200 292 or e-mailing tradingstandards@aberdeencity.gov.uk

Contact Police Scotland on 999 if you need urgent Police assistance or 101 for non-urgent matters.

For more information about scams please visit the [Friends Against Scams website](#) or [Take Five](#) at their website.

Please direct any media queries to news@aberdeenshire.gov.uk or 01467 538222 during office hours.

All previous Trading Standards bulletins can be found on the Aberdeenshire Council website on the [Trading Standards Scams Bulletin page](#).