

ALERT

TRADING STANDARDS

Date: 11/09/2019



Council Tax Scam

Royal Greenwich Trading Standards have been made aware of a Council Tax scam sent via text message stating you are due a council tax refund. It requests that you go to; <https://www.thecounciltax.com> this is not a genuine gov.uk website and you should contact your local authority direct if you think you have overpaid your council tax.

Whether you receive a text message, phone call or email:

- Never give any private information away (such as bank details or date of birth).
- If you're concerned you've been scammed, get in touch with your bank to inform them **immediately**.
- You can also call your phone provider to see if the call was genuine.
- You would never receive a call regarding tax or tax credit in this way.
- If you have any doubt, ensure you contact the local council before proceeding.

If you have been a victim of a scam please report it to Action Fraud using the details below.

BLOCKING NUISANCE CALLS

The Telephone Preference Service (TPS) is a **FREE** service. It is the official central opt out register on which you can record your preference not to receive unsolicited sales or marketing calls.

For more information, contact the TPS on 0845 070 0707 or at www.tpsonline.org.uk

WHERE TO REPORT

Protect others by reporting incidents like this to us on 0208 921 8223 or email tradingstandards@royalgreenwich.gov.uk

Action Fraud- <https://www.actionfraud.police.uk/> or 0300 123 2040

Or call Citizens Advice consumer service on 03454 04 05 06
(Monday – Friday 9am – 5pm)