

## What are Scams?

### SCAMS ARE FRAUD AND FRAUD IS A CRIME!

Scams come in many forms; uninvited contact is received by email, letter, and telephone or in person making false promises to con people out of money. There are many of these sorts of scams but some of the most common are fake lotteries, deceptive prize draws or sweepstakes, clairvoyants, computer scams, and romance scams.

The criminals attempt to trick people with flashy, official looking documents or websites, or convincing telephone sales patter, with the aim of persuading them to send a processing or administration fee, pay postal or insurance costs, buy an overvalued product or make a premium rate phone call.

Doorstep scams are crimes carried out by bogus callers, rogue traders and unscrupulous sales people who call, often uninvited, at people's home under the guise of legitimate business or trade.

## Scam Facts

# £5-10 BILLION A YEAR

The cost to the UK economy

## 53%

of people aged 65 or over have been targeted by a scam

## 37%

of people have been targeted by a scam 5 times or more

## 45%

of people have taken no action to protect themselves against scams in the last twelve months

## 5%

of scam victims report the matter to law enforcement

## 22%

of victims don't tell anyone as they feel too embarrassed

## 65%

have taken no action to protect friends and family

## SIGN ME UP

What are you waiting for? Sign up today and take control of scams and become scam aware.

■ Please send me the full Scam Marshal pack.

I understand that Friends Against Scams will only use my address to send me freepost envelopes and the monthly newsletter and will not pass my details onto any other organisations without my consent.

NAME

ADDRESS

POSTCODE

PHONE NO.

Please complete the above information, put it into an envelope and send it (no need for a stamp) to:

Freepost  
NTSST  
Mail Marshal



## FED UP WITH SCAMS?



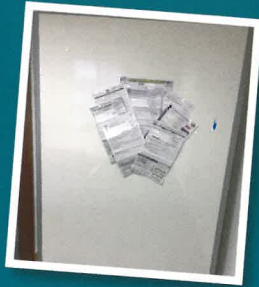
## Become a Scam Marshal





◀ Six weeks worth of scam mail from when Graham first became a Scam Marshal.

Six weeks worth ▶ of scam mail from Graham six months after he became a Scam Marshal.



“The amount of scam mail I receive has reduced from 20-30 letters a week to just 2-3 a week.” – **Betty**

“The best thing about the scheme is knowing that something is being done about it (scam mail).” – **George**

## Your Role

You can take a stand against scams in your own way and do not have to carry out any set activities.

Below are some suggestions for what you may want to do:

- Talk to your neighbours about scams and encourage them to be scam aware.
- Use your monthly freepost envelopes to send scam mail you receive into NTS Scams Team.
- Contact your local Neighbourhood watch group and talk to them about scams.
- Find out what Friends Against Scams is doing in your area and get involved.
- Write to your local MP about scams.
- Put up posters in your local area advertising the Scam Marshal scheme.
- Organise a scams awareness coffee morning to talk about scams to your local community.

## What is a Scam Marshal?

A Scam Marshal is any resident in the UK who receives scam mail, but wants to put it to good use. Scam Marshals are responsible for collecting scam mail and sending it to the National Trading Standards (NTS) Scams Team. Scam Marshals also talk to people in their community about all types of Scams to increase awareness.

## Why should I become a Scam Marshal?

Becoming a Scam Marshal can be very rewarding and fulfilling work. In many cases it has helped Scam Marshals to:

- Save money
- Improve self-confidence
- Assist with investigations
- Reduce the temptation to respond
- Increase awareness of scams
- Educate and help others
- See a reduction in scam mail

## What will you get?

- A certificate confirming your role as an NTS Scams Team Scam Marshal.
- A monthly newsletter that will include highlights and information about what the NTS Scams Team has done with the mail you have sent in.
- Freepost mail bags on a monthly basis to allow you to send your scam mail into the team at no cost to you.
- The opportunity to become a NTS Scams Team Pen Pal, a pen pal project just for Scam Marshals!



## Contact Us

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**NATIONAL  
TRADING  
STANDARDS**  
Scams Team