

Don't Reply to Mail Scams

The focus for the 3rd week of Scams Awareness month is Mail scams. 13% of scams reported to Action Fraud in 2015, were carried out by mail. It is estimated that prize draw scams cost the UK public £60m per year.

Scams coming through the post include competition offers, prize winning claims, fortune telling, or catalogue scams. They all ask the recipient to respond by paying a fee to trigger the release of promised information or winnings, or to avert bad luck.

Everyday thousands of people become a victim of mail scams. Don't believe the false promises and protect yourself.

Top 5 tips to avoid mail scams

1. Never send money to a company in order to claim a prize or winnings.
2. Watch out for letters with too good to be true offers, it's probably a scam.
3. Don't disclose personal information to people or companies you do not know.
4. If you get a lot of mail get a trusted friend or family members to help you sort through it.
5. If you think the letter is a scam report it and shred it.

If you're not sure, get advice and always report a scam.

How to tackle scams?

- **get advice**, from Citizens Advice consumer service 03454 04 05 06
- **report scams**, and suspected scams to Action Fraud 0300 123 2040
- **tell others about your experiences**, so that others can avoid scams

Further information can be found at:

<https://www.citizensadvice.org.uk/sam16/>

<https://www.croydon.gov.uk/advice/tstandards>