

# Trading Standards Scam Alert

## Fake Council Tax Refund Emails

Croydon Residents have reported receiving emails from UK Council Tax Office<no-reply@mail-tax.co.uk telling them that they have an outstanding Council Tax refund of £495.82 GBP from an overpayment.

The email includes a link which the resident is urged to click on within 3 to 5 days to claim their refund.

**THIS IS A SCAM, Don't fall for it.**

### Signs of a scam:

- Something has come out of the blue or from someone you don't know
- It sounds out of the ordinary
- You're asked to pay for something in advance
- You're asked for personal information, like your bank details
- You're being urged to respond quickly so there's no time to talk to friends and family
- You're asked to phone an expensive number

If you think it's a scam, take time to get advice.

Contact the Citizens Advice Consumer Service 03454 04 05 06  
and report it to Action Fraud 0300 123 2040.