

Bank Charge Cold Callers

The Office of Fair Trading have received reports that there are a number of **scammers calling consumers** out of the blue and offering to **help reclaim bank charges** on their behalf. They may claim to be from the Office of Fair Trading (OFT) and ask for financial and personal information, including bank account or credit card details.

These callers have no connection with the Office of Fair Trading and they would never contact you directly to ask for such information.

Protect yourself

- ❖ **Do not pass on personal or financial information** to cold callers over the phone, by letter or email.
- ❖ **Contact your bank or credit card provider** immediately if you believe you may have given out account details.
- ❖ **Review your statements** on a regular basis to see if there have been any unauthorised transactions.

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All our alerts are available in a range of formats and languages, including large print. Please contact Community Development if this would be helpful to you, or to someone you know. Address: 14 Martin Street, Stafford, ST16 2LG