



# Telephone Scams

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Trading Standards Project Officer



- Average Age of Scam Victim 73.9
- Average Detriment £2,066.19
- Average saving after intervention £475.78
- Total Detriment reported to National Scams Team £8,832,976.59



- In UK 100,000 names identified as being on a list used by Fraudsters
- South West - Geographical Hotspot
- 3000 individuals on NST list - 1800 in Devon and 261 of those are in Exeter
- At least 3 Devon consumers have lost in excess of £100,000 since 2014 to a variety of scams



- Clyst vale community college
- Telephone scam reported in May – council tax refund offered due to “historical reband” and bank details requested

# Devon and Somerset Trading Standards



- Elderly
- Socially isolated, lonely
- Have declining mental health such as dementia
- In financial trouble
- In desperate need of a job
- Feel pressured or forced to reply
- Be lonely
- Be bored
- Be caught off guard  
Recently widowed or divorced and new at handling their personal finances
- Find decision-making difficult as a result of health issues.



- Buy with confidence, Trading Standards approved trader scheme
- Mail/Telephone Preference Schemes
- Telephone options – international calls/call blocking
- Mail redirection
- Financial institution advice
- Partnership Approach