



Rogue Trader / Scam Alert Card

South Gloucestershire Council
Trading Standards are working with you to help
prevent and protect victims of rogue traders and scams.

Please keep your alert card in your purse or wallet and present to the bank cashier if you are:

- taken to the bank by a trader to pay for home improvement work
- withdrawing **large** amounts of money to pay for home improvement work that has resulted from an uninvited visit by the trader
- withdrawing **regular** amounts of money to pay for home improvement work that has resulted from an uninvited visit by the trader
- withdrawing money to send to a company overseas in response to a competition or lottery win letter or telephone call.

Attention

I have been asked to withdraw money to send overseas or to pay for home improvement work, and may have been brought to the bank by those traders. I am unhappy about this and would like some advice and assistance.

Please can we discuss this in private away from the public foyer.

Slide your bank alert card to the member of staff to notify them that you are the target of a scam or rogue trader and the bank staff will take you away to a private room to discuss the matter.

You may be asked if the bank can contact someone on your behalf, such as Avon & Somerset Police or South Gloucestershire Council Trading Standards.

For further advice on how to protect yourself from scams and rogue traders, please contact the Citizens Advice consumer helpline on **03454 04 05 06** Monday – Friday 9am – 5pm.

Trading Standards are able to offer advice, support and assistance in matters relating to scams and rogue traders. We would encourage anyone with concerns to report it by calling **03454 04 05 06** – the quicker it is reported, the quicker action can be taken.

Scams and Rogue Trading Prevent and Protect materials produced by South Gloucestershire Council Trading Standards are funded by assets recovered from convicted criminals under the Proceeds of Crime Act 2002.

Attention

I have been asked to withdraw money to send overseas or to pay for home improvement work, and may have been brought to the bank by those traders. I am unhappy about this and would like some advice and assistance.

Please can we discuss this in private away from the public foyer.

Working with South Gloucestershire Council Trading Standards and Avon and Somerset Police to combat scams and rogue trading in our communities.

