

PLEASE BEWARE!

BOGUS TELEPHONE CALLS

Wiltshire Police have had two reports recently of bogus telephone calls, preying on elderly residents. Both residents were contacted by a woman stating she works for Dyson's. The phone calls were to arrange for a male repair person to attend and carry out repairs.

Dyson also do not offer this service in this way. They wait for customers to approach them.

Wiltshire Police advise:

'We all need to be careful when opening our door to an unknown caller. There are some simple steps that can be taken to avoid being the victim of a rogue trader or bogus caller.

- * Make sure you have a door security chain and always use it when you open the door.
- * Do not let any caller into your home if you are unsure of his or her identity.
- * Do not take identification at face value - If you are not expecting the caller don't let him/her in.
- * Don't worry if it seems rude - any legitimate caller will understand your concerns.

If you are expecting a caller, make sure you check their personal identification and look for signs they are genuine - appropriate uniform, marked van, photographic ID and ask them to pass their ID through the door whilst keeping the chain on.

Look at this properly and make a telephone call to check if necessary. Ask them for your name - they should know it if they have an appointment. Never offer the information to them. Whenever possible call a friend or relative and tell them you have a caller. Let the caller know you are making checks, and calling someone round. Keep the caller outside until you are happy.

Never agree to a caller carrying out work for you. Keep the chain on and tell them you never do business in that way and always use a locally known company for any work when you have had quotations to compare.

Do not be bullied or charmed into something you don't really want. Remember it is your right to shut the door!

Traders who knock on doors for business are often not good at their work. Consumer direct, a friend or relative may help you check the caller is genuine and capable of doing the work properly.

Never keep large sums of money in the house. Keep purses and wallets out of sight and not near the door. Always keep details of credit cards and important documents in case you lose them. Never keep details of pins numbers with credit cards.

Free security advice is available from the Crime Prevention Officer and the Bobby Van can call and fit chains if you need one.

Don't be taken in by stories of leaking water pipes or gas, delivery of special parcels, needing to switch off services, or to check documentation. These stories are always a scam”.