

WARNING

Beware of Phone scams

A warning is being issued by Lancashire Police and Morecambe and Heysham Citizens Advice Bureau regarding hoax phone calls claiming to be from the Council Tax Department

The details may be different in each situation but the theme is the same. In each case the caller claims to be phoning from 'The Council' regarding a refund on your Council Tax.

The caller explains that your property has been re-banded to a lower band and you are therefore entitled to a refund.

The caller quotes the customers full address and phone number but they never mention or ask about any reference numbers.

The caller ask the customer for their card details (Long number on the front, the security code and the expiry date) in order that the refund can be returned to the correct bank account.

Once they have your card details and the security number on the back they can take as much money from your account as they want.

What you must do if you receive a phone call

- **Do not engage in conversation**

The council tax department would never phone regarding a refund of council tax. They would write to you first.

- **Do not give them any personal details – not even your name**
- **Do not give them your credit/debit card details especially the security code**
- **Consider signing up to Telephone Preference Service on 0845 070 0707 or www.tpsonline.org.uk**

Always remember

If you fall victim to this SCAM:-

Consumer Direct for advice 08454 04 05 06