Citizens Advice Epsom & Ewell joins summer campaign

to fight cost of living fraud.

Citizens Advice Epsom & Ewell is joining *Scams Awareness Fortnight 2022,* a national campaign to protect and prevent people from becoming victims of economic fraud.

Citizens Advice Epsom & Ewell advisers are helping an increasing number of people who have been targeted by a scammer just as the cost-of-living crisis takes hold. Types of scam include ID theft, unpaid tax claim, online sale and delivery and stolen tenancy deposit.

Ahead of many households receiving vital government help to cope with rising prices, Citizens Advice and the Consumer Protection Partnership have launched their annual Scams Awareness campaign.

For information on the genuine types of help available and how you’ll receive it, see [If you're struggling with living costs](https://www.citizensadvice.org.uk/benefits/help-if-on-a-low-income/if-youre-struggling-with-living-costs/) and [Grants and benefits to help you pay your energy bills](https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/) on the Citizens Advice website.

**Lisa Davis, Chief Officer of Citizens Advice Epsom & Ewell, said:**

“We know scammers prey on our worries and fears, sadly the cost-of-living crisis is no exception.

“We’re asking everyone to help spread the message that scams are crimes that can happen to anyone. Fraudsters always find ways of exploiting difficult times and the cost of living crisis is making many more people vulnerable.

“Anyone can be targeted by a scam, and as the purse strings are tightened and financial pressures pile on, it’s important we work together to protect ourselves and each other.”

**Our 5 Top Tips for spotting scams**

To stop more people from falling victim to these types of scams, Citizens Advice Epsom & Ewellis sharing five top tips to help you guard against a potential scam:

* It seems too good to be true – for example, scammers pretending to be energy companies to lure people into “too good to be true” deals
* You suspect you’re not dealing with a real company or a genuine person – take a moment to step back and double-check
* You’ve been pressured to transfer money quickly
* You’ve been asked to pay in an unusual way – like by an iTunes vouchers or a transfer service
* You’ve been asked to give away personal information such as passwords, PINs or other verification codes.

**If you’ve been scammed, Citizens Advice Epsom & Ewell advises:**

* Talk to your bank or card company immediately if you’ve handed over any financial and sensitive information or made a payment
* Report the scam to Citizens Advice. Offline scams, like those using the telephone, post and coming to your door, can be reported to the Citizens Advice [website](https://ssl.datamotion.com/form.aspx?co=3438&frm=scam&to=scamsaction) or by calling 0808 223 1133. Report online scams to the dedicated Scams Action service either [online](https://www.citizensadvice.org.uk/consumer/scams/get-help-with-online-scams/) or on 0808 250 5050
* Text scams can be reported to your mobile phone provider by forwarding it to 7726
* Also report the scam to Action Fraud on 0300 123 2040.

**-ends-**

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**We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.**

**Notes to editors:**

1. Scams Awareness is an annual campaign which aims to create a network of confident, alert consumers who know what to do when they see a scam. This year's campaign will take place over two weeks, 13 -26 June. The campaign includes a range of organisations across the Consumer Protection Partnership, including Trading Standards, the Department for Business, Energy and Industrial Strategy, and Citizens Advice Scotland.
2. Citizens Advice is made up of the national charity Citizens Advice; the network of independent local Citizens Advice charities across England and Wales; the Citizens Advice consumer service; and the Witness Service.
3. Citizens Advice Epsom & Ewell (CAEE) is a small, local charity offering free advice and information for all who live, work and study in the borough of Epsom & Ewell. All advice is free, confidential, impartial and independent.
4. Each year CAEE helps around **3,000 clients** with issues such as benefits, housing, debt, fuel poverty, family issues and much more. Our outcomes are extremely positive not only for the clients we serve, but also for the wider community. During 2020/21 we secured income in excess of **£1.2m** for our clients. Our added value to society totalled **£1.06m** in fiscal benefits by reducing health service demand and maintaining employment and housing. The wider economic and social benefit of our work during 2020/21 totalled almost **£8m**.
5. As a small charity we are responsible for raising our funds. It costs, on average, **£60** for each client that we help. To make a donation please visit [www.caee.org.uk/donate/](http://www.caee.org.uk/donate/) **Just £5 per month could enable us to help another client this year.**
6. To get advice please telephone our adviceline 0808 278 7963 or visit our [website](https://www.caee.org.uk/get-advice/) where you can get advice by emails and also find details of our drop in service.