



## False Telephone Preference Service (TPS) Calls

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## Fraudsters Falsely claiming to offer TPS

The information contained within this alert is based on the results of research carried out by the National Fraud Intelligence Bureau (NFIB) concerning incidents of fraud. One of the key objectives of sharing fraud data between the NFIB and partners is to prevent fraud.

### **False claims of Telephone Preference Service:**

Fraudsters are cold-calling victims, falsely stating that they are calling from one of the well-known UK telecommunication service providers. They call victims claiming to provide a 'Telephone Preference Service' - an enhanced call-barring service, which includes barring international call centres.

The fraudsters ask victims to confirm/provide their bank account details, informing them that there is a one-off charge for the service. Victims instead see monthly debits deducted from their accounts, which they have not authorised. The fraudsters often target elderly victims.

In all instances, direct debits are set up without following proper procedure. The victim is not sent written confirmation of the direct debit instruction, which is supposed to be sent within three days.

On occasions when victims attempted to call back, the telephone number provided by the fraudster was either unable to be reached or the victim's direct debit cancellation request was refused.

During 2017, there were 493 Action Fraud Reports relating to this fraud.

### **Protect yourself:**

- There is only one Telephone Preference Service (TPS). The TPS is the only official UK 'do-not-call' register for opting out of live telesales calls. It is **FREE** to sign-up to the register. **TPS never charge for registration**. You can register for this service at <http://www.tpsonline.org.uk>.
- You will receive postal confirmation of genuine direct debits. If you notice unauthorised payments leaving your account, you should contact your bank promptly.
- Always be wary of providing personal information, or confirming that personal information the caller already claims to hold is correct. Always be **certain** that you know who you talking to. If in doubt hang up immediately.
- If you have been affected by this, or any other type of fraud, report it to Action Fraud by visiting [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or by calling 0300 123 2040.

## FEEDBACK

The NFIB needs feedback from our readers to evaluate the quality of our products and to inform our priorities. Please would you complete the following NFIB feedback survey through:

<https://www.surveymonkey.co.uk/r/fraudalertsfeedbacksurvey>.

This should take you no more than 2 minutes to complete. If you have other feedback or additional information that you would prefer to provide by email please send to [NFIBOutputs@cityoflondon.pnn.police.uk](mailto:NFIBOutputs@cityoflondon.pnn.police.uk).

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