

Beware of white goods insurance scams

Insurance scams for white goods involve a fraudster cold calling a person claiming that their insurance for their white goods, such as washing machine or fridge, has expired and they need to renew it. The scammer then asks the victim for their bank details so they can make the payment. In reality they will use these details to commit fraud. Even if the victim is suspicious and questions the caller, the scammer will try to convince them that they need the cover.

To protect yourself:

- Remember – cold calls of this nature are a scam. Put the phone down straight away and don't give any personal or financial details.
- If you are worried that you need to renew your policy, find the paperwork from your genuine insurer and contact them via the details shown.
- Shop around for insurance to find the best cover and price for you. Check the terms and conditions and always know what you are signing up for.
- Find trustworthy insurance providers through the Buy With Confidence scheme. All businesses in the scheme are vetted, approved and monitored by Trading Standards. Visit buywithconfidence.gov.uk or call 01392 383430.

If you are worried you have been scammed:

- Get advice from Citizens Advice on 03454 040506
- Report it to Action Fraud on 0300 123 2040

This article has been written by Devon, Somerset and Torbay Trading Standards Service
<https://www.devonsomersettradingstandards.gov.uk/>