

Protect yourself and others against rogue traders

Most people who call at your home are genuine. But sometimes people may turn up unannounced and try to sell you services or items you do not want or need or carry out unnecessary repairs to your home at inflated prices.

If you're concerned about someone calling at your home, **don't open your door.**

You can:

- Ask for identification and call their company yourself (not on a number they provide) to check they are genuine
- Ask the visitor to return another time when someone can be with you
- Get three written quotes
- Ask family and friends for recommendations
- Agree payment arrangements and start and finish dates in writing beforehand, and never pay in full until you're completely satisfied with the work.

Pressurised selling on your doorstep is a crime and you can report it:

- kent.gov.uk/tradingstandards or call 0808 223 1133
- For advice: citizensadvice.org.uk/consumer

For more information and advice visit kent.police.uk/fraud or email KFAS@ecis.police.uk

Preventing fraud

Together, let's stop scammers.



Remember, ABC:



never Assume



never Believe



always Confirm

Call 159



If you have paid money or shared bank details, contact your bank's fraud team straight away.

Call 159 for the bank hotline. This number connects you directly to your bank.



Kent Police

Report a non-urgent crime online www.kent.police.uk/report

Talk to us on LiveChat – available 24/7 www.kent.police.uk/contact

In an emergency, if crime is in progress or life is in danger call **999**

If you have a hearing or speech impairment, use our textphone service **18000**. Or text us on 999 if you've pre-registered with the emergency SMS service.

www.kent.police.uk

