TRADING STANDARDS ALERT!

Bromley
THE LONDON BOROUGH
www.bromley.gov.uk

Council Tax rebate
'We **won't** call you'

Alert 4.0

27 April 2022

Bromley Trading Standards wants to remind Bromley residents that they will **NOT** receive a telephone call regarding the Council Tax rebate that is currently due to qualifying residents in property bands A-D.

Scammers have been contacting households by phone asking for bank details in order to process the £150 rebate. They may claim to be calling from or on behalf of the Council but this is not true.

Those who have fallen for this scam have reported large sums of money being deducted from their bank account shortly after the call. There have also been fake emails and text messages. Watch out for this energy rebate council tax scam – Which? News

If you pay your Council Tax by direct debit you will receive the rebate directly into your bank account. If bank details are not held by the Council, a letter will be sent inviting residents to complete an online application, where they can enter their bank details.

More information can be found on the Bromley website Council tax £150 rebate - support for energy bills | Council tax £150 rebate - support for energy bills | London Borough of Bromley or www.bromley.gov.uk and choose the Council Tax option on the home page.

If you receive **any** unexpected telephone calls **HANG UP immediately**

You can then make enquiries with the organisation they claimed to be from via a trusted number that you select.

REPORT - Protect others by reporting incidents.

< **If you have given your bank details, contact your bank as soon as possible.** Call **159**

< Contact Citizens Advice for help and advice **on 0808 223 1133**

< Report scams to Action Fraud on 0300 123 2040 or www.actionfraud.police.uk

< Forward a suspicious email to report@phishing.gov.uk.

< Forward a suspicious text message to 7726.

< Report a suspicious website Report a suspicious website - NCSC.GOV.UK.

If you would like to receive Trading Standards Alert! direct to your inbox please visit www.bromley.gov.uk/scams and complete the online form.