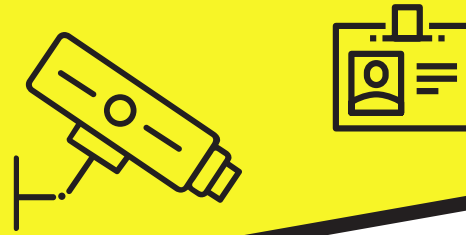




What is a “cold caller”?

A “cold caller” can be someone that turns up at your home, uninvited. They may be:

- A rogue trader trying to carry out unnecessary work on your home. They will overcharge and do a poor job.
- A company that, may be genuine but, is persistent in trying to sign you up for home improvements.
- A company that works on behalf of a charity that wants you to donate regularly via direct debit.
- Someone pretending they cannot find full-time or permanent work and trying to sell you low-quality household products at a high price.
- Someone asking you to fill out a questionnaire which may lead you to provide them with personal information. This may be used by other companies.



NO COLD CALLING

Useful contacts:

Citizens Advice Consumer Service:
0808 223 1133
Action Fraud: 0300 123 20 40
Police: 999

Cold calling can happen to anyone and at anytime of the year. The “cold caller” may try and make many visits. However if you have any doubts about the person at your door, do not answer or engage.

Dial 999 immediately, if you are threatened by a “cold caller”.



East Sussex
County Council

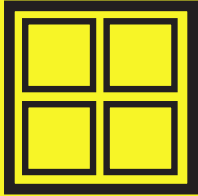


Cold Calling and how to protect yourself

East Sussex
County Council



What to do if someone “cold calls”?



Discreetly look out the front window to see if you recognise the caller. If unsure, don't answer the door.

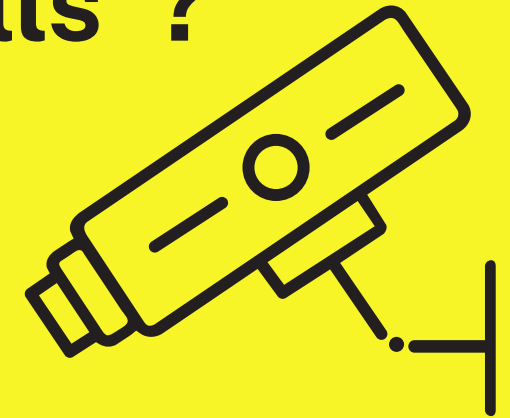
If you did decide you want to talk to the person, consider opening the window. If you answer the door but don't know who the person is, tell them to leave and shut the door.

If you answer the door and the “cold caller” starts to talk, ask to see their ID.



Find out who the “cold caller” works for and phone up the company to verify their identity and why they are here.

If you are on your own, call a friend or neighbour who can come over and support you while the “cold caller” is there.



Have a CCTV camera or a “fake camera” installed, to act as a deterrent.

Request a no-cold-calling sticker from East Sussex County Council Trading Standards.

