

### **Do Not Call (UK) Ltd**

One of our partners has informed me of a scam/fraud which has caused untold misery and loss of a considerable amount of money taken from a very vulnerable person's bank account.

The victim who is in his 80's, of a confused disposition and very hard of hearing sadly lost his wife recently after caring for her for four years. Not long after this a package arrived through the post and when opened by the informant was found to be a small 4" square device described as a nuisance call deflector and was sent by:-

**Do Not Call (UK) Ltd, unit2, Stratfield Saye, 20-22 Wellington Road, Bournemouth, Dorset, BH8 8JN ( 0333 456 0310 or 0800 138329), they also trade as Nuisance call Blocker Ltd.** The victim subsequently had £149 taken from his account via his debit card. The informant put this to one side as he was busy assisting with other matters such as arranging the victim's wife's funeral and all that goes with dealing with a deceased persons effects. The victim stated that he had not ordered this unit.

A week later the informant noticed three similar boxed units in the victim's study. These had been delivered over the past 18 months; he had not requested them and had no idea as to how to use them.

On 23<sup>rd</sup> November our informant was assisting the victim with his bank statements and found a payment had been taken from his account by **Do Not Call (UK) Ltd** using the victims debit card details. The informant phoned this company and was fobbed off with the usual "Read the small print" (which in this case was extremely small) and when it was pointed out that this was a fraudulent transaction was told to forward the unit with a letter to the managing director and he would deal with it.

At this stage the informant decided to do an internet search and found the following:-

Last year "**Do Not Call UK**" was fined £90,000 and another company "**Telecom Protection Service Ltd**" were fined £80,000 by the Information Commissioners Office over their fraudulent activities in trying to sell these units which are unsolicited sales. It appears both these firms are connected. It is clear that Trading Standards were also involved in these investigations.

It was also found that a director of **Telecom Protection Services Ltd**, Giles Ward-Best was jailed for 5 years for operating a fraud over these devices. Best who comes from Bournemouth (which is described as a hotbed of this type of fraud) was described by the judge as "a scammer and fraudster who exploited those he promised to protect"

Armed with this information the informant went back to the victim and they went back over his bank statements and found that three other payments of £90 each had been taken from his debit card. The victim has a vague recollection of a hard sell phone call months ago about this unit and he had passed over his card details for a one off payment.

The victim has now had his card cancelled and been issued with a replacement and states he will not talk to anyone trying to sell him something on the phone.

There is no doubt that these people are preying on the elderly and vulnerable people no matter what their age in order to perpetrate these frauds.