

Note

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Trading standards officers issue warning over council tax scam

Monmouthshire's trading standards service is urging residents to be vigilant after receiving a report of a phone call to a local resident, purporting to be from the council tax team. The caller offered a rebate on the resident's council tax bill and attempted to obtain bank card details. Subsequent investigations found that the call was an attempt to obtain cash by fraudulent means.

Trading Standards Team Leader Gareth Walters described the incident. He said: "The caller knew the householder's full name and attempted to obtain her bank card details with the promise of a monthly rebate. Thankfully, in this instance, the householder refused to provide any of the requested information and the caller hung up."

Monmouthshire's cabinet member with responsibility for public protection, Councillor Sara Jones added: "As we move into the months where Monmouthshire residents receive their new council tax bills we think it's possible that scammers will use this opportunity to target people. Residents need to be very wary of anyone requesting bank card details over the telephone."

Residents wishing to report such calls and get practical advice should contact the Citizens Advice Consumer Services helpline on 03454 040506.