



Consumer Alert Newsletter

9 May 2025

Dear Kent Residents

This week we want to remind all residents to use the 159 number if you receive a potential scam call. [Watch the 30 second explainer video here.](#)

By calling 159 it provides an easy route back to safety when you get an unexpected phone call about a financial matter. Easy to remember, the short code number now connects customers of more than 99% of the UK's retail bank current accounts safely and directly with their bank. Unlike many long-form numbers, 159 cannot be spoofed or impersonated.

Together we can create a safer community and protect ourselves from the threat of scams.

Please continue to update friends and family. For scam alerts as they are issued please add us on [Instagram](#) or [Facebook](#).

Thank you.



Mark Rolfe

Interim Head Community Protection

☀️ **Positive Wellbeing** ☀️

At Positive Wellbeing, we are dedicated to helping Kent residents feel less lonely and improve their feelings of worth and life satisfaction.

Our services are designed to support you in building meaningful connections, enhancing your sense of community, and finding joy in everyday life.


Don't let loneliness hold you back. Reach out to Positive Wellbeing today and discover how we can help you lead a more connected and fulfilling life.

If you or somebody you know would like to find out more about Positive Wellbeing and the services we offer, visit our [website](#), email us at positive.wellbeing@kent.gov.uk or give us a call on 03000 422 065.

Weight loss pill scam

A scam email impersonating Mail Online promotes a 'miracle weight loss pill.' The email also says that the product scored a deal on tv show Dragon's Den and includes a phishing link for you to purchase the item. The link will lead to a dodgy website asking for your personal and financial information.

 Scam emails can be reported by forwarding them to report@phishing.gov.uk.





 Malicious websites can be reported to the [National Cyber Security Centre](#)

Courier Fraud, also known as Police Impersonation Scam, targets Kent

There have been multiple reports in Sittingbourne, Leysdown, Gillingham, Chatham, Folkestone and Broadstairs.

Residents have received a cold call from someone saying they are 'PC Dean McCarthy', 'DCI James Maddison', or 'DC Martin Anderson'. In several incidents the resident was told the call was from their bank.

They are told that:

-  the Police need their bank card and a courier would call to collect
-  they needed to withdraw Euros as part of an investigation into counterfeits
-  there was fraud on their bank account or bank card
-  they needed to give their online bank account details to help with an investigation

✗ The Police never telephone and ask for your bank card and pin number to be collected by a courier or withdraw cash to assist in an investigation.

✗ Always check the dialling tone after your call to ensure scammers are not still on the phone, use another telephone if possible or call a trusted friend first.

🚨 If a courier arrives at your property ring 999.

Watch 'Courier Fraud Warning: Stay Wise, Don't Compromise'

If you think that you may have been a victim of this or any other type of scam, then contact your bank immediately, which you can do by calling 159 and report to Kent Police on 101.

⚠ **Product Safety Report for Bugaboo Giraffe Highchair presenting a risk of injuries**

● Product Details

Brand: Bugaboo

Batch numbers: 200001001, 200001002, 200001005, 200001007, 200001013

✗ Hazard

The product presents a risk of injuries as when an infant is seated in the baby set accessory seat in the highchair, the legs of the highchair can detach from the frame if the screws attaching the legs to the frame are not tightly secured.

The product does not meet the requirements of the General Product Safety Regulations 2005.

✓ Advice for consumers

Withdrawal of the product from the market.

Bugaboo has launched a modification programme and will provide a free repair kit containing revised screws, an updated Allen key and a user manual on the proper application of the screws (the Repair Kit). You can check if your Bugaboo Giraffe needs a repair kit [here](#).

If you want to continue using your Bugaboo Giraffe highchair until you have replaced the screws using the Repair Set, you can only do so safely if you put the footrest in its lowest position. You can put the footrest in its lowest position by pressing the two

buttons located on either side of the footrest while sliding the footrest down. For further details see [here](#).

[→ More information](#)

⚠ Organico Realfoods recalls Organic Alla Norma Sauce because it may contain pieces of glass

● Product Details

Organic Alla Norma Sauce

Pack size: 350g

Batch code: 140227

Best before: 14 February 2027

✅ Advice for consumers

If you have bought any of the above product do not eat it. Instead, return it to the retailer it was purchased from for a refund. If the retailer does not accept returns or for further information, please contact Organico at: sales@organico.co.uk or visit the [Organico website](#).

[→ More information](#)

⚠ Product recall for Jia Le Xin Hub with 3 sockets and 6 USB ports, sold via TikTok, presenting a serious risk of electric shock

The product presents a serious risk of electric shock because it is supplied with a noncompliant plug.

● Product Details

Brand: Jia Le Xin

Barcode: 6952640500010

Product number: F001U

✅ Advice for consumers

This product has been recalled from end users.

The listing has been removed by the online marketplace (TikTok).

[→ More information](#)

How to get advice and report



To report scams and get advice on consumer issues call Citizen's Advice consumer helpline on **0808 223 1133**

CrimeStoppers.

If you have information on doorstep criminals, counterfeit, fake or illegal goods, illicit tobacco, loan sharks or those selling restricted items to underage kids, call the charity Crimestoppers 100% anonymously on **0800 555 111**

To find a safe, local trader use Kent County Council's safe trader scheme: Trading Standards Checked. To find a member call 03000 416438 or visit kent.gov.uk/tschecked