



East Renfrewshire Citizens

Advice Bureau Weekly Update

17/06/2021

Scams Awareness Fortnight

Citizens Advice annual Scams Awareness campaign aims to create a network of confident, alert consumers who know what to do when they spot a scam. This year's campaign will take place from the 14 - 27 June.

Protecting people against scams is more important than ever. Many people are facing issues as a result of the coronavirus pandemic - from employment and debt, to housing and health - meaning more people are in vulnerable situations. Scammers are taking advantage of this, so it's vital people have the knowledge and tools they need to protect themselves.

Remember the scam warning signs to look out for:

- If it seems too good to be true
- If it's unexpected
- If you're being urged to respond or pay for something urgently or in an unusual way
- If you've been asked to give away personal info

We are encouraging people to act on scams in four important ways;

- You can get advice from your local citizens advice bureau on **0141 881 2032**
- Report scams to Police Scotland on **101**
- Call the Citizens Advice consumer service on **0808 223 1133**, who will pass on details of the scam to Trading Standards, and can offer further advice.
- Report the scam to Action Fraud, the national reporting centre for fraud on **0300 123 2040**. They will provide a crime reference number, which can be helpful if you need to tell your bank you've been scammed.

For more information on the campaign, please visit; <https://www.citizensadvice.org.uk/about-us/our-work/our-campaigns/all-our-current-campaigns/scams-awareness-campaign-2021/> or contact Sarah on **0141 881 2032**.

EU Settlement Scheme

The EU settlement scheme deadline for the **30th June** is fast approaching. To continue to work, study, access free healthcare and benefits in the UK after 30 June 2021, all EU, EEA and Swiss citizens and their family members who were resident in the UK by 31 December 2020, should apply without delay at www.gov.uk/eusettlementscheme

Anyone who is in need of application assistance should contact ERCAB, as our full-time EU Support Adviser is readily available, contact Cara directly on **07500 972 862**.

Good News Story – Utilities

Client contacted the bureau as British Gas had taken £300 from her bank in the last month. The client was very confused as she had a letter confirming that her direct debit would be £35 per month. ERCAB contacted British Gas on the client's behalf and after a long investigation over the phone they confirmed that the client had overpaid by £1000. British gas confirmed that this money will go straight back into the clients account and that her direct debit will revert back to £35 per month as originally agreed. The client called ERCAB 3 days later to confirm that she had received the money and was overjoyed with the outcome.

For help with utilities, please contact our adviser Mark on **0141 881 2032** or email Mark.Parsons@EastRenfrewshireCAB.casonline.org.uk

Money Advice Matters

The series of economic uncertainties and redundancies brought on by the COVID-19 pandemic has made reduced incomes and struggling to meet the costs of living more prevalent than ever.

However, you don't have to worry alone - ERCAB is here to help. Our money adviser will work with you on making a plan, checking for ways to increase income and help you work out your options.

Contact ERCAB's money adviser, Julie on **07901607309** or our money advice admin, Meghan on **07871616181** to arrange an appointment.

Additional online resources:

- Access free support online from our [public advice site](#), including information on getting help with debt, mortgage problems, budgeting and what to do if you can't pay your bills.
- Feeling lost about money? Our [Money Map tool](#) directs you to online help finding ways to make the most of your money, decrease your bills and help meet the costs of daily living.
- Find out if you're missing out on making savings on your council tax bills. Our [Council Tax tool](#) tells you quickly if you're entitled to a discount, reduction or exemption.

Clients can get in contact with the bureau via:

Email-bureau@eastrenfrewshirecab.casonline.org.uk

Tel - 0141 881 2032