



25 April 2020

[Want to report a doorstep criminal](#)



Residents Targeted by Scam Callers

We have received reports of scam telephone calls targeting residents in Ashford and Tenterden and instructing them to purchase face masks over the phone.

What happens:

- You receive a telephone call.
- An automated voice claims to be from the Government coronavirus helpline.
- You are told the Government wants residents to wear a face mask.
- To purchase face masks you are told to press button 1.



What to do:

- Do not press 1 – this is a scam.
- The Government has not asked the public to wear masks, at this time.
- The Government would not ask you to purchase items in this way.
- Hang up your telephone.
- For advice and to report call [Citizens Advice](#) consumer service 0808 223 1133 or visit their webpages.

Please warn vulnerable family members, friends and neighbours.

[Report it](#)



Coronavirus/COVID-19 Scams and Guidance

Find out about how scammers may be trying to target you and your family during the Coronavirus pandemic. We can all be vulnerable to these criminals and the best way to protect yourself is to make sure you are aware. KCC Public protection have created a page that lists scams that are using the Pandemic to target you.

[Read more](#)



[Forward](#)



[Tweet](#)



[Share](#)

You can view our [Privacy Notice](#) at any time. It explains what personal data we hold about you, how we collect the data and how we may use and share information about you. We are required to give this information under the data protection law.

Contact Details



For advice and to report issues to **KCC Trading Standards** contact

[Citizens Advice consumer helpline](#) on 0808 223 1133

[Consumer Advice scams action line](#) on 0808 250 5050

Monday to Friday from 9am to 5pm.