

scam

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Mobility Aids Scams



Fraudulent salespeople are cold calling older consumers and pressuring them into spending large sums of money on supposedly bespoke mobility products such as mattresses, chairs, bed toppers and massage pads, which are substandard or which do not meet their needs.

Common Scams



I'm calling to conduct a survey on behalf of your medical practice. I have a few questions about your health and any issues you might be having with your mobility...

I'm calling about the recent health survey you filled out. We have products that can help with some of your mobility issues - can I arrange an appointment to visit you at home and demonstrate the products?



Hi, I'm a healthcare professional working for the NHS, as you'll see from my uniform. Let me show you our range of mobility products - we sell mattresses, reclining chairs, bed toppers and heat pads...

I really think that this mattress will make a huge difference to you. It costs slightly more to have a bespoke version made, but you can be sure that it will be the perfect size for you...



Avoid Mobility Aids Scams

If you receive a cold call asking you to complete a health survey or offering a home visit from a mobility aids salesperson, don't give the caller any personal details

If you are unsure whether a call from an organisation is legitimate, hang up and contact the organisation using a number found on their website or in an official directory.

If you have agreed to a home visit by a mobility aids salesperson, you may want to ask someone you trust to be there with you.

Make it clear from the outset that you will not be making a decision on that day and that you will be taking time to think about any purchases.

Get quotes from reputable companies before agreeing to any purchases.

You can find reputable companies who sell assisted living and mobility aids via www.livingmadeeasy.org.uk or www.bhta.com/new-member-listing

If you are being bothered by cold calls, you can sign up to the Telephone Preference Service for free by calling 034 070 0707 or online at www.tpsonline.org.uk.

Many home phone providers offer services (some of which are free) to block unwanted calls. There is also a range of standalone devices that can be used to block/ monitor calls such as trueCall Secure call blockers (www.truecall.co.uk)

Report mobility aids scams

Report all scams to Advice Direct Scotland on 0808 164 6000 or via scamwatch.scot

If a cold caller refuses to leave your property, call Police Scotland on 101 or 999 in an emergency

Find out more:

www.tsscot.co.uk/scamshare

