

Alerts

Warning: Letter misusing the name of Carole Nash Legal Services

17 February 2021

A letter has been sent falsely claiming to be from Carole Nash Legal Services in respect of an insurance policy claim.

What is the scam?

The SRA has been informed that a member of the public has received a letter falsely claiming to be from Carole Nash Legal Services in respect of an insurance policy claim. The letter states that the other party in litigation has made an offer to settle a claim and requests the person's banking details, plus payment for a doctor's fee.

The letter seen by the SRA misuses the address of a genuine firm of solicitors (see below). The letterhead differs from that of the genuine firm with an incorrect logo reading "Carole Nash. The care it deserves", and an incorrect spelling of the firm name in the address reading "Carol Nash", without the 'E'. The genuine letter also displays the firm's telephone number.

The bogus letter also includes a bogus reference number and poor grammar.

Is there a genuine firm or person?

Carole Nash Legal Services LLP is a genuine law firm authorised and regulated by the SRA.

The genuine firm have confirmed that it has no connection to the letter referred to above.

What should I do?

When a firm's or individual's identity has been copied exactly (or cloned), due diligence is necessary. If you receive correspondence claiming to be from the above firm(s) or individual(s), or information of a similar nature to that described, you should conduct your own due diligence by checking the authenticity of the correspondence by contacting the law firm directly by reliable and established means. You can contact the SRA to find out if individuals or firms are regulated and authorised by the SRA and verify an individual's or firm's practising details. Other verification methods, such as checking public records (e.g. telephone directories and company records) may be required in other circumstances.