



Daily Mirror - 24 July 2015 "No More Rip-off Calls"

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NO MORE RIP-OFF CALLS

Insurers will be banned from having rip-off phone lines, it was announced yesterday.

Banks and other financial firms will also be stopped from forcing customers to use premium rate numbers.

It can cost up to 57p a minute to ring 0844, 0845 and 0871 numbers. But industry regulator the Financial Conduct Authority yesterday announced that, from late October, firms would be barred from using them.

That is likely to mean companies switching to numbers charged at a standard rate

Insurance giants Aviva and Zurich are among those using 08 numbers. Many banks have ditched them. Tesco Bank's

website states it uses 0845 for travel money customers, although a spokesman said it had now changed to a cheaper 0345 number.

The ban comes 18 months after other companies were prevented from using premium numbers for existing customers. David Hickson, of the Fair Telecoms Campaign, said: "There is no good reason why it has taken until now for it to happen."

Which? executive director, Richard Lloyd, said: "Nobody should have to pay a premium to complain.

"This is a victory for the 90,000 who supported our Costly Calls campaign."

Aviva said it was moving to national rate numbers starting 03.

David Hickson



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