



## Be Aware of Scams- Keep Safe



Being at home and keeping safe from the Coronavirus could mean people are more at risk of **fraud** or a **scam**. This is when someone tells lies to get your money off you.



These scams can happen over the **phone**, **online** and **face-to-face**. It's important to be careful. Here are our tips on how to avoid them:



**Never** give bank account details, passwords or personal information to someone you don't know - this includes over the internet.



Don't call a premium rate **090** number.



If you receive an email which says it's from your bank, **don't click on any links or reply to the email**. Go to the bank's website or a previous bill to contact your bank from those details instead.



**Take your time** – don't reply straight away to an offer. Get advice from a friend or family member or talk to a solicitor or financial advisor if large amounts of money are involved.

**YOU'VE  
WON!**



Don't trust anyone who says you have won some money or a prize. If it sounds too good to be true, it probably is.



To stop junk mail, contact the **Mailing Preference Service** or ask the **Royal Mail** to redirect your post to a friend or relative.



To stop unwanted telephone calls, contact the **Telephone Preference Service**.



No matter how friendly a person seems, if you have only just met them you may not know who they really are (especially if online).

**ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
0300 123 2040

### Action Fraud

If you think you have been a victim of a scam, you can contact Action Fraud on **0300 123 2040** or [www.actionfraud.police.uk](http://www.actionfraud.police.uk)



### Police

Contact the police immediately by calling **101** if you think you have given money to a scammer in the last 24 hours.



If you feel threatened or unsafe, call **999**.



### Citizen's Advice Bureau

Contact them on: **03444 111 444**  
Or go **online** or contact their Scams Action Adviser on **0808 250 5050**



## Age UK

Age UK is a charity for older people giving help, information and advice. If you are worried that you or someone you know is at risk of abuse or neglect you can call their free, confidential advice line (8am –7pm 7 days a week) on: **0800 678 1602**

or [contact@ageuk.uk](mailto:contact@ageuk.uk)

## The Silver Line

This is also a free confidential helpline providing information, friendship and advice to older people. It is open 24 hours a day- every day of the year. Call them on: **0800 470 8090**



## Action on Elder Abuse

They provide advice and help to people who may be in danger of abuse or you can get information on elder abuse. Call them Monday to Friday, 9am to 5pm on: **0808 808 8141**



## Adult Social Care

Find out about adult social care available through your local council at: [www.nhs.uk/service-search/other-services/](http://www.nhs.uk/service-search/other-services/)



**Your GP** or other **NHS health providers** may also be able to help you.



**Remember - be aware of scams and stay safe.**

Made into Easy Read by



Please feel free to get in touch with us if you want to know more:

Office mobile: **07729 197900**

Email: [admin@wiltshirepeople1st.org.uk](mailto:admin@wiltshirepeople1st.org.uk)

using Photo Symbols®