

SCAMS ARE CRIMES | **HELP STOP THEM**

My scams checklist

Every year millions of people lose money through scams. We are all potential targets for the criminals who might try to scam us. This simple checklist will help you protect yourself and fight back against the scammers.

How can I spot a scam?

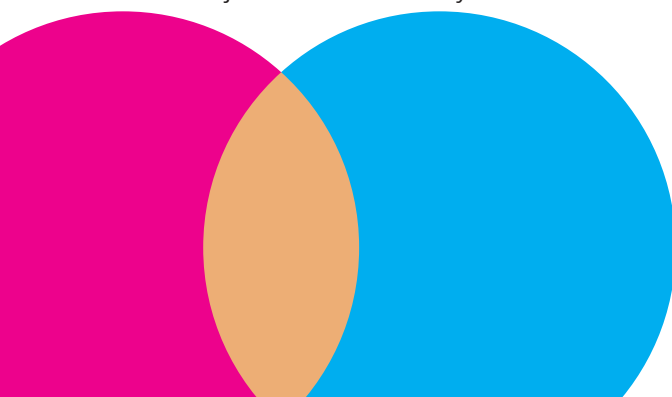
It is likely to be a scam if:

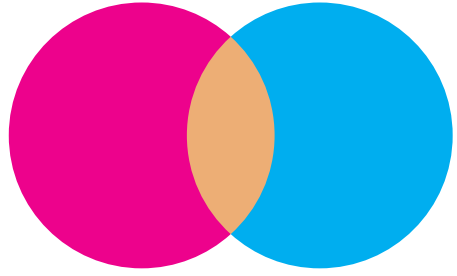
- The call, letter, email or text has come out of the blue.
- You've never heard of the lottery or competition they are talking about.
- You didn't buy a ticket – so you can't win it!
- They are asking you to send money in advance.
- They are telling you to respond quickly so you don't get time to think about it or ask family and friends before you decide.
- They are telling you to keep it a secret.
- They seem to be offering you something for nothing.

If it seems too good to be true – it probably is!

How can I protect myself better?

- Never give out contact details like your name, phone number or address to strangers or to people who should have this information already.
- Never give financial information or details of your identity, bank accounts or credit card to strangers or to the businesses that already hold your details.
- Shred anything with your personal or bank details on – don't just throw it away.





What should I do if they contact me?

- Look at every piece of mail and decide if it's likely to be a scam.
- Don't reply to spam mail, texts or emails.
- Say "no thank you" politely and put the phone down if they persist.
- Phone the Citizens Advice consumer service on 08454 04 05 06 for advice (typetalk: 18001 08454 04 05 06).
- Check the Action Fraud alerts to common scams/ frauds www.actionfraud.police.uk/news (or ask your local Citizens Advice Bureau to check for you).
- Ask friends, neighbours or family if the offer is likely to be a scam.
- Destroy and throw away mailings.

What can I do to stop scams?

- If you have been scammed, or think someone has tried to scam you, contact Action Fraud on 0300 123 2040 or visit www.actionfraud.police.uk/contact-us
- Phone the Citizens Advice consumer service on 08454 04 05 06. They can pass scam details on to Trading Standards.
- Warn someone – educate a friend, neighbour or relative about the dangers of scams.



Cut down unwanted post

- Register with the Mailing Preference Service to cut down on unwanted letters: visit www.mpsonline.org.uk or phone 0845 703 4599.
- Your Choice service www.mpsonline.org.uk/mpsr/your-choice blocks post not specifically addressed to you e.g. free newspapers, bundles of leaflets etc.
- The Royal Mail has an opt out scheme in which you can choose not to have unaddressed material put through the door www.royalmail.com/personal/help-and-support/how-do-i-stop-receiving-any-leaflets-or-unaddressed-promotional-material . This includes mail addressed to 'The Occupier' which is often adverts.
- Report all items of scam mail to the Royal Mail. Call 08456 113 413, email scam.mail@royalmail.com or send the items with a covering letter to:

Scam Mail
PO Box 797
EXETER
EX1 9UN

Cut down unwanted phone calls, texts or emails

- Register with the Telephone Preference Service to cut down on unwanted phone calls, texts and SMS messages. Visit www.tpsonline.org.uk or call 0845 070 0707.
- Forward spam texts to your mobile provider – 7726 for Everything Everywhere or 02, 37726 for 3, 87726 for Vodafone.
- Delete and block scam emails.