



Scam Aware

Every year millions of people across the UK fall prey to scammers. However, it remains largely unreported, and its consequences can be devastating.

It can affect anyone but, most often, it is the elderly, isolated and vulnerable who fall victim.

There are many different types of scams in existence for example:

- **Postal Scams** - Postal Scams come in many forms and attempt to extract personal details, financial information or money.
- **Telephone Scams** - Communication by telephone is a very effective and easy method by which criminals can obtain personal details or financial information. Examples are too good to be true offers, computer fix calls
- **Online Scams** - Criminals trick internet and email users into giving personal details, including financial information, in order to steal their money. Examples are emails and impersonation
- **Doorstep Scams** - Criminals use a variety of door step tactics to make victims part with their money or gain entry to their homes for distraction burglary or as a rogue trader

If you suspect that you are the target of a scam, or someone you know is you can report the scam on-line to the Citizens Advice Bureau -

<https://www.citizensadvice.org.uk/consumer/scams/reporting-a-scam>

Alternatively, you can:

- call Citizens Advice Consumer Service on 03454 04 05 06.
- report scams or suspected scams to Action Fraud online: <https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime> or by calling on 0300 123 2040.
- pass on your knowledge - tell a friend, neighbour or relative about any scams you know of.

Other Useful contacts

If you have fallen victim to a scam, there is a list of helpful contacts on the Citizens Advice website (www.citizensadvice.org.uk). They can also advise you how to stop unwanted phone calls and mail.

If the scam involves your bank account or credit card, contact your bank or credit card company directly

Scams are a crime, if you feel that an individual is in immediate danger contact 999. If there is no immediate threat, report the crime via the non-emergency number 101 or to action fraud.