

## Take a Stand Against Telephone Scams

The focus for the 1<sup>st</sup> week of Scams Awareness month is on telephone scams.

Each year UK consumers lose £5 billion to mass-marketed scams via phone and post.

33% of scams reported to Action Fraud in 2015, were carried out by telephone.

Scammers often use the telephone as a method to gain personal details and con people out of their life savings. Common telephone scams include courier scams, pension scams, investment scams and charity scams. If you are contacted out of the blue be suspicious.

Avoid falling for a scam, protect yourself.

Top 5 tips to avoid telephone scams

1. Never give out personal or bank details over the telephone.
2. Don't feel pressured into making a decision over the telephone.
3. If the caller is vague about giving out their company information, hang up.
4. Don't open texts or answer calls from unrecognisable numbers.
5. Consider a call blocking device to filter out unwanted calls, if you are receiving a lot of cold calls.

If you're not sure always:

- **get advice**, from Citizens Advice consumer service 03454 04 05 06
- **report scams**, and suspected scams to Action Fraud 0300 123 2040
- **tell others about your experiences**, so that others can avoid scams

Further information and resources can be found at:

<https://www.citizensadvice.org.uk/sam16/>

<https://www.croydon.gov.uk/advice/tstandards>