



This leaflet was designed and produced by CBNWA and funded by; National Neighbourhood Watch Network Community Grants Fund.

Where can I find out more?

Citizens Advice

www.citizensadvice.org.uk
0808 250 5050

Action Fraud

www.actionfraud.police.uk
0300 123 2040

Croydon Trading Standards

www.croydon.gov.uk/tradingstandards

Metropolitan Police

www.met.police.uk/fraud

WHICH

www.which.co.uk/scamalerts (free sign up)

Common Scams

- Roofer offering to do urgent work
- Delivery company holding a parcel because of unpaid shipping fee
- Bank fraud team advising you to move your money to a secure account
- DVLA asking you to pay now or your car tax will be revoked
- HMRC asking you to follow a link to receive refund
- Computer services contacting about faults
- Pretending to call from FRAUD squad

You may be interested to check out **The Silver Line** www.thesilverline.org.uk a confidential free helpline for older people that's open 24/7 on: 0800 4 70 80 90



To join Neighbourhood Watch Croydon (CBNWA) to help protect your road & neighbours, contact :- nhw@cbnwa.com

www.cbnwa.com

Registered Charity number 1087760

[@CBNWA](https://twitter.com/nhw)



KEY THINGS...

SPOTTING A SCAM...

1. An unexpected visit, telephone call or email from someone you do not know
2. A problem is highlighted concerning a bank account, computer, or house that needs to be sorted
3. You are asked to act immediately which involves sending money sharing personal or bank account details without delay
4. An offer that is too good to be true
5. An email apparently from an organisation BUT sent from a personal email address
6. If you are due to pay someone and you receive notification of change of bank details
7. Spelling errors in text, email or letter
8. Something related to a current topic of public concern e.g. a pandemic

THINK YOU'VE BEEN SCAMMED...

1. Protect against further risks; let the bank know what's happened
2. If you are online change relevant log-in details and check for viruses
3. Check if you can get the money back and discuss this with your bank/credit card supplier
4. Report the scam to Action Fraud, the UK's national fraud reporting centre at www.actionfraud.police.uk or on 0300 123 2040. They will give you a crime reference number which your bank/card supplier may request

Don't give bank details!

Don't give personal details!

Don't follow links or open attachments if unsure!

AVOID BEING A VICTIM OF SCAMS...

1. Don't be rushed into making decisions, discuss with someone you can trust
2. NEVER tell anyone your computer and online passwords or your PINs
3. Try to find information about the company or individual who has contacted you
4. If they appear to be a business you trust, check if they are genuine, for instance, by asking for ID or getting in touch with a contact you know
5. Making payments with a debit or credit card may give you some protection if things go wrong
6. Ensure your computer antivirus software is up-to-date
7. Use strong passwords for email and online accounts, i.e. a mix of upper and lower case letters, numbers and symbols where allowed, for example, %) ! : _
8. Avoid using the same password, keep unique for each account
9. Join Croydon Neighbourhood Watch to get regular updates about scams; see details overleaf
10. Don't forget to teach your children to be careful

