

Coronavirus and Scams



**NATIONAL
TRADING
STANDARDS**
Scams Team

Scams can be used to trick us into giving away our money or personal information.

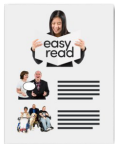
National Trading Standards Scams Team have told us that criminals are using the coronavirus to scam people

The scams can be about

- virus testing kits
- vaccines or cures
- shopping or medication collection services
- cleaning services

We have made postcards to give you information about the new Coronavirus scams

This information will help you to understand the different scams and to keep you safe from them.



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Coronavirus and Scams



**citizens
advice**

People can try to scam us by email, at the door, by phone or by text.

If you think you have been scammed or are not sure, you should tell your bank as soon as possible. You could ask someone one you trust to support you. This could be a family member, friend or support staff.

For advice about scams call the **Citizens Advice Consumer Helpline** on **0808 223 11 33**

ActionFraud

To report a scam call **Action Fraud** on **0300 123 2040**



Contact your bank if you think you have been scammed



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Coronavirus and Scams

Let's Talk About Scams

Face to Face Scams

Coronavirus and Scams

Face to Face Scams



You might be offered extra cleaning services to help keep you safe. This is a scam. All you need to do is wash your hands more and stay at home as much as possible.



People might try to sell you a **home test** to see if you have the coronavirus.

This is another scam as home tests are only available from the NHS.



Someone you don't know might offer to get shopping or medication for you.

They might take your money and not come back.

Coronavirus and Scams

Let's Talk About Scams

Text Scams

Coronavirus and Scams

Text Scams



Do not reply to a text that says it is from the police telling you to pay a fine for leaving the house.

The police do not send texts like this.



Do not reply to texts when you don't know who sent it.

Never click on links in a text from someone you don't know.



Be careful of texts that say they come from the Police, the government or even your doctor.

It might be someone trying to steal your personal information.

Coronavirus and Scams

Let's Talk About Scams

Internet and Email Scams

Coronavirus and Scams

Internet and Email Scams

Internet and email scams might try to trick you into paying for coronavirus treatment or a vaccine.

There is no vaccine or cure yet and when there is it will be used by the NHS.

If you don't know who the email is from don't open any attachments.

Sometimes emails or webpages say you can get a refund on bills you have paid. Usually these are scams and they just want your bank details.

Banks and building societies will never ask you to transfer money to another account or ask you to give them your account number or pin number.



Coronavirus and Scams

Let's Talk About Scams

Telephone Scams

Coronavirus and Scams

Telephone Scams



Someone might ring you and pretend to be the bank, the police, or somebody else you would trust.

Never give your bank account details or pin number to anyone on the phone.

A real bank would not ask you to give them this information over the phone.

Be aware of texts or stories on social media which might not be true.

If you are not sure speak to someone you trust like a family member, support staff or your social worker.

Some **mobile apps** say they will give you information about coronavirus but can lock your phone and ask you to pay money to unlock it.

Be very careful about downloading new apps. Ask for help from someone you trust.

Don't be afraid to end the call if you are worried about what is being said.