



Halton Trading Standards says

Don't be tricked by phone scammers

Scammers often know some things about you that make them seem genuine - so think twice.

- ✓ Be polite but FIRM and KEEP CALM
- ✓ NEVER give personal details such as bank account, PIN number or date of birth to somebody you don't know
- ✓ Don't engage in conversation – the longer you are on the phone the more likely you are to agree to something you don't want or need!
- ✓ Don't be afraid to interrupt or put the phone down

**REMEMBER YOU'RE IN CONTROL
KEEP CALM AND HANG UP!**

If your bank or an official phones, say you'll call them back. WAIT 10 minutes (scammers may stay on the line) and use the number you already have for them.

For advice call
Citizens Advice
Consumer
Helpline
03454 040506



Don't be tricked by Scam Mail

Keep Calm and bin it!

If you are unsure if the offer is genuine, ask yourself:

- Is it from a stranger? Is the stranger based in the UK?
- Is it about winning money or a prize?
- Do I need to send money to get the prize or winnings?
- Is the return address somewhere abroad?
- Does it say I need to respond quickly?
- Is it from a psychic or clairvoyant?
- Does it say to keep quiet about my win or good luck?

If you answer yes to 2 or more questions, it's a scam

KEEP CALM AND BIN IT!

Some scam lotteries will occasionally send you £10 so you think it's genuine and keep paying

Scammers may use your first name - they don't know you, this is done by computer