

John, 86, Aylesbury

“I was a victim of mail scam and at first I was ashamed to admit it. I’ve learned that speaking out and helping others learn to protect themselves against fraud has made me stronger and more confident than ever”



Scams can happen to anyone.

This shouldn’t be the case.

of these crimes are ever reported.

has happened. It is estimated that only 5%

been duped and so will seldom report what

scammed, they often feel ashamed to have

Once people realise they have been

### Speaking up

## Types of scams

### Telephone scams

Persistent phone calls from strangers are an unwelcome intrusion into home life. The caller might be a pushy salesperson or a criminal trying to scam you or your relative out of your money. Don’t let them rush you into acting - if something doesn’t feel right, it probably isn’t.

### Mail scams

Scammers commonly contact people through the post. Some victims, particularly older people, receive hundreds of scam letters a week. Common mail scams include lottery and prize draw scams, Nigerian letter scams, clairvoyant scams and catalogue scams.

### Doorstep scams

Doorstep scammers will knock on your door with a story of some kind, designed to trick you out of money or gain access to your home. They have a variety of tricks and can be very persistent and persuasive. The key is to not let them in if you aren’t sure.

All scams are frauds.

Scam is a slang term for personal fraud.



scams to miss a trick

How

## Talking Scams

### What are scams?

view to stealing their money later.

or out of personal information with a

tries to swindle the victim out of money,

Scams are crimes where the perpetrator

## Things to keep in mind

- Never give out your bank or any personal details.
- Don’t assume a caller or texter is genuine just because they already have some details about you, such as your name.
- Your bank or building society will NEVER contact you out of the blue to ask for your PIN, full password or to move money to another account.
- Never give control of your computer remotely to a third party over the phone.
- Never reply to unsolicited text messages, even to try and stop them. Just delete them.
- Leave a pen and pad by the phone write down the name, number and subject of unusual calls.
- Never buy goods and service on the doorstep. Reputable trader don’t need to knock on doors to get work.
- If you answer the door, and you don’t know the person, just say ‘no’. Tell them you have a friend or relative who can sort out any problems. If they persist, tell them to leave or you will call the police.

## What to do

What to do if you, or someone you know has been scammed?

### First remember.

Thousands of people fall victim to mail scams every year so don’t be ashamed.

It’s not your fault!

To report it, and to find out how to try and get your money back call the **Police on 101** and **Action Fraud on 0300 123 2040**



### Useful contacts

These people are always ready to help you feel better about something that doesn’t feel right?

## How to help someone who’s been scammed

- Let them tell their story. Listen, don’t judge or criticise them.
- Reassure them that they’re not alone.
- Help them to report the incident to Action Fraud, their local Trading Standards office, the local police, and the Citizens Advice consumer support line.
- Set up Telephone, Mail and Fundraising Preference Services for them.
- Talk to them about having their mail redirected to someone they trust.
- Arrange a call blocking service on their phone.
- Help them to set up new bank accounts or change their debit and credit cards.
- Refer them to Victim Support if they need further support. They can call the Supportline on 08 08 16 89 111 or request a call back via the website.
- They can also contact their local office directly via the website [victimsupport.org.uk](http://victimsupport.org.uk).

Neighbour
Relative
Trading Standards Officer
Neighbourhood Watch Coordinator