



STAY SAFE FROM TELEPHONE SCAMS

- A genuine bank or other trusted organisation will not rush you, or force you to make a financial transaction on the spot. They won't mind waiting if you need time to think.
- Don't assume a caller or text message is genuine just because they know some details about you, such as your name. Criminals will often use this to trick you into their confidence.
- Your bank will never contact you to ask for your PIN, password or to move money to another account.

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- Always question uninvited approaches for your personal and financial information in case it's a scam. Instead contact the company directly using a known email or phone number.
- Have the confidence to refuse unusual requests for personal or financial information, it's okay to stop the call and hang up if you do not feel in control of it.
- Never install any software or visit a website as a result of a cold call.
- Never respond to texts that ask for personal or financial details.
- Consider using a call filtering service to help reduce the number of unwanted calls. Speak with your telephone service provider to see what they can offer.

For more advice, find the Neighbourhood Watch scams prevention kit at:

www.ourwatch.org.uk/toolkits