




Caller at the door?

Bogus callers can be very convincing and may look and sound the part, but will often give false details. Be aware of who you answer your door to:

-  **Do** stop and think first - are you expecting anyone?
-  **Do** use a door chain if you decide to open the door and make sure your back door and windows are locked
-  **Do** you know who they are? Check their identity with the head office, a number from the telephone directory or recent bill.
Don't use any number on their ID badge
-  **Don't** buy any goods or services from traders on your doorstep
-  **Don't** agree to have any home improvements done by a cold caller
-  **Don't** give money to or sign any forms for people who turn up on your doorstep
-  **Don't** let somebody take you to the bank to get money for them

For further free advice
and guidance, call
0808 223 1133.

To report to police, call **101**,
or **999** in an emergency.





Been contacted out of the blue?

Unsolicited phone calls, e-mails and text messages could be a scam but can be difficult to spot. Here are some dos and don'ts to help you protect your personal and financial information:

-  **Do** be suspicious of cold callers asking for information or offering technical support and don't install any software, or grant remote access to your computer
-  **Do** challenge - genuine companies would never ask for your PIN, passwords or any financial information. You bank would never ask you to move money to a 'safe' account
-  **Do** be wary of unusual requests for payments using gift cards, iTunes vouchers or Bitcoins
-  **Don't** click on links or attachments in suspicious e-mails or text messages
-  **Don't** respond to messages asking for personal or financial details
-  **Don't** agree to send money to someone you don't know or trust - for example, someone you have only met online

Finally -

-  **Do** be scam aware; talk to family, friends and neighbours to raise awareness of scams in your community
-  **Don't** feel embarrassed if you have been a victim of a scam - anyone can get caught out

If you would like to report a scam, you can get in touch with the following organisations:

Action Fraud - www.actionfraud.police.uk
Citizen Advice Consumer Helpline
0808 223 1133

To keep up to date with the latest scam information and advice, follow Leicestershire Trading Standards Service on:

 **/leicstradingstandards**