



This information is to help stop people tricking you out of money.

This means not getting tricked into giving people your money or your bank account details.



Sadly there are criminals who will try and take your money sometimes.

There are some scams that the police know about.

We have made a list of some important things to watch out for to help you protect your money.



People who are selling things they say can kill the virus

People might come to your door selling cleaning products, face masks or hand sanitiser.

They might charge much more than they cost in the shops. The products might not be safe to use.



Don't buy things at your door like this.



Face to face scams

People might knock on your door or come up to you.
Offering to get your shopping.



Someone you don't know might offer to go and get your shopping for you.

They might take your money and not come back with your shopping.



They might offer to clean your driveway or doors to help kill the virus.

You don't need this to keep you safe.



The best way to stay safe is to wash your hands regularly and stay inside.



Offering a test for coronavirus

No tests are being done at your door.

Don't pay someone if they try to sell you a test.



Collecting for charity

People might knock on your door or come up to you and ask for money for a charity that is looking for a cure for Covid-19.



Do not give them money.

It is probably not a real charity.



On the telephone

There are lots of scams where people get phoned up.

If someone you don't know phones you out of the blue don't be afraid to hang up the phone.



Don't give out any personal details.

Someone might phone saying they are from your bank.



Do not give them details like your bank sort code or account number.

If you are worried, ask them for their number and say you will ring them back.



Talk to someone you trust about it before you decide if you want to ring them back.



The bank's phone number is on the back of your card.

Ring that number and ask if anyone had tried to contact you.



Be careful if someone phones you saying they want to refund you some money.



This could be a wedding, a holiday or a party.

Don't give them details like your bank sort code or account number.



If you are worried, ask them for their number and say you will ring them back.

Talk to someone you trust about it before you decide if you want to ring them back.



Getting texts

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

Do not click on links in a text.

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



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



Tell someone you trust about it.

Get advice on what to do next.

Emails

There are lots of ways criminals can use email to try and steal money.

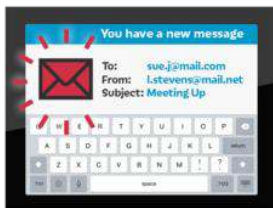
Be careful of emails trying to sell protective equipment like masks or hand sanitiser.

Links in an email can be a way for criminals to put a virus on your computer or phone.

If you don't know who the email is from do not click on the links. Be careful of anything that is attached to an email.

It might be a form, or a photo, or a video.

If you don't know who the email is from do not open the attachment.





Emails might try and get you to reply with your personal information.

They might say you can get a refund or money from the government.

They might ask for a donation or health information.

Shopping online



There are lots of ways criminals can try and steal money.



Some people have been selling things that are hard to get – like toilet rolls, face masks or hand sanitiser.



Sometimes the things people have brought online don't arrive.



Top tips for keeping your money safe



- Check out the website properly
- Does it look real?
- Are there any reviews from other shoppers?
- Do the reviews look real?
- Ask someone else to look at the website and see what they think
- Try to always use shops that you know and trust
- Don't believe companies that say they have products that can make you so healthy you won't get the virus.



What to do if you are worried

There are lots of different people who can help if you are worried.

Talk to someone you can trust – this might be a family member, friend or supporter.



If it is about your bank account, you can ring your bank for advice.

You can speak to the police team who deal with scams by phoning 0300 123 2040



You can also phone the police on 999 if it is an emergency or 101 if it is not an emergency.

It is always ok to end a call if you are worried.



It is ok to not open the door to someone you don't know.

You can get in touch with your local Safeguarding team, by phoning your local council and asking for the Adult Safeguarding Team.



Where to find more information

Ace Anglia are an independent advocacy organisation. You can find out about them here

<https://www.aceanglia.com/>



They have produced Easy Read information about avoiding scams online.

You can read it here

<https://suffolkordinarylives.co.uk/wpc/ontent/uploads/2019/07/StayingSafe-Online-Scams-and-Viruses.pdf>



They have also produced Easy Read information about getting your settings and permissions right online to protect yourself from online scams.



You can read it here:

<https://suffolkordinarylives.co.uk/wpc/ontent/uploads/2019/07/StayingSafe-Online-SETTINGS-ANDPERMISSIONS.pdf>