

## Contacts



Telephone - 0300 123 2040

Website - [www.actionfraud.police.uk/](http://www.actionfraud.police.uk/)



Telephone (Non Urgent) - 101



Advice/Information on  
money, care or health - 0800 678 1602



Website - [www.nhs.uk/](http://www.nhs.uk/)

National Trading Standards

You may contact your local trading office to find your local trading office please enter your postcode on the "Find my Council" page of the .gov web site to find a Trading Standards office near you.

## Do's and Don'ts

1) Do not give out your personal details to anyone or hand over your bank card, even if someone has knocked at your door and offered to do your shopping or help out.

2) Avoid clicking on any links or downloading any attachments in unsolicited emails or texts from unknown sources, or even trusted ones unless you are absolutely sure that it is authentic.

3) Ignore communications that ask for your personal details and banking information. Try to verify using another method.

4) Be especially wary of emails that add to the sense of alarm or panic and urge you to take immediate action or offer COVID-19 vaccines or cures.

5) Look out for fraudulent charities or crowd-funding campaigns.

6) Anyone knocking at your door offering to do work. **Put the chain on first and ask for ID.**  
Do not accept any of these offers no matter how good they seem to be.

Politely refuse and close the door.



# DEAR RESIDENT

# Introduction

We are currently experiencing an unprecedented Global event. The outbreak of Coronavirus Disease 2019 (COVID-19), which is now officially a pandemic has caused apprehension globally and not just in the UK. This has ultimately resulted in Lockdowns, travel bans, panic buying, school closures, and general turmoil amongst the population.

**It has become clear that we must try and shield the most vulnerable in our communities, not only from the Coronavirus but also from falling victim to a scam.**

Global emergencies such as this offer golden opportunities for scammers to launch fraudulent campaigns that feed off people's fears and ultimately cash in on this. With an ever increasing anxious population, the vulnerable and the elderly are at the highest risk, excessive demand for goods no longer in stock. All this equates to a massive opportunity to prey on people and attempt to defraud them when they are at their most susceptible.

This letter is not intended to increase your concerns but to highlight the fact that you really need to stay vigilant over the coming months.

# What are Fraudsters Doing?

Fraudsters will try to tug on your heartstrings, asking for donations to fund a vaccine for children in China and so on.

**There is no such vaccine at the moment.**

Advertising that they have a face-mask that can keep you safe from the virus.

**There is no such mask.**

Fraudsters are also emailing victims claiming to be able to provide a list of coronavirus infected people in their area and in order to access this information you are asked to click on a link, this will lead to a malicious website or to make a payment using Bitcoin.

**There is no such list.**

# Advice

Times like these can bring out the very best and the very worst in people. While some will be looking out for vulnerable friends and relatives, others will be looking to profit from the worry and insecurities caused by the Coronavirus.

Our advice is to be mindful **"TAKE 5 TO THINK"**.

Do not give out your personal details to anyone or hand over your bank card, even if someone has knocked at your door and offered to do your shopping or help out.