

Avoid Common Scams

Why does this matter?

You don't have to be online all the time to be affected by scams or fraud.

These days, phone calls, letters, texts, and even visits can be used by people trying to trick you.

This guide will help you feel more confident and more prepared — no tech skills needed.

If something doesn't feel right

- ☒ Write down what happened
- ☒ Don't respond or send money
- ☒ Tell someone you trust
- ☒ Keep hold of any letters, phone numbers, or details

You are not alone — and you've done nothing wrong by being targeted.

Need to talk?




 You can call or text Cyber Shoulder (07440 602 591)

...or speak to someone you trust.

We'll listen without judgment and help you take the next step.

Even if you're not sure something's a scam — we'll help you figure it out.

Simple Habits to Stay Safer

1.  **Never share personal details with strangers**
This includes bank info, passwords, and National Insurance numbers.
2.  **Don't be rushed**
If someone pushes you to act quickly, it's usually a trick.
3.  **Say no — and hang up**
You don't owe anyone your time or trust.
4. ☒ **Ask for help**
Talk to a friend, family member, or trusted organisation like Cyber Shoulder.

What to Watch For

Phone Scams

Someone calls pretending to be:

- Your bank
- The police
- A service provider (like your internet or phone company)

They may say:

- “There’s been fraud on your account”
- “You must act quickly”
- “Don’t tell anyone else about this”

Hang up if you feel unsure. It’s okay to be rude if it keeps you safe.

Letter or Post Scams

A fake bill, prize win, or charity request may arrive in the post.

Look for warning signs:

- You didn’t ask for it
 - They want payment quickly
 - It asks you to call a strange number
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Text Message Scams

These may look like they’re from delivery companies, banks, or even friends.

They often ask you to:

- Click a link
- Confirm a payment
- "Avoid a fine"

Ignore and delete anything that feels odd — or ask someone you trust before doing anything.