

KEEP SAFE FROM SCAMS



AN EASY READ GUIDE



Keeping Safe from Scams

Most people you come into contact with are honest and will not try to scam you.

What is a scam?

When someone tricks you or lies to you to get something from you. This could be money or things.

Online shopping



Online shopping can save you time and money. Some sites you might use are:

amazon

ebay



Facebook Marketplace

People who sell things might not be who they say they are. They might not have the item they are trying to sell. They might be lying about what they are selling. They might take your money and not send your it. If you are not sure, speak to someone you trust BEFORE you buy it.

Online dating



Online dating is a way of meeting and getting to know people. There are sites just for this.



A profile is where you describe yourself, it would usually have a photograph of the person you are talking to. Sometimes people pretend to be someone else or tell lies about who they are.



NEVER give or send money or gifts to people you only know online.

Be careful about meeting people you do not know on your own, always tell someone you know where you are going and what time you will be home. Keep in touch with the person you told while you are out.

If someone online tells you to keep things secret, tell someone you trust.



If you have met someone when you are in a pub and they make you feel unsafe you can use the **ASK ANGELA** scheme to help you. You can go to the bar and ask the staff for Angela, they will then know you need help, they will call a taxi for you and help you leave discretely so that you can get home safely.

Money scams



This is where people might steal your bank details so that they can take money from you or your bank card details to take money out of the bank machine.

Banks will never ask for all of your banking details online or over the telephone.



DO NOT give your bank card to people to use. Always keep your pin number safe.

DO NOT share personal information with anyone:

- Bank details
- Name
- Address
- Date of birth

DO NOT keep your telephone, money or bank cards together in case they get stolen.

Be careful at cash machines:

- make sure that no one is standing too close, they might see your pin number
- do not let anyone distract you, they might take your money

It is safer to use a cash machine inside a bank. If the machine takes your card but does not return it, **DO NOT** enter your pin number again, tell your bank straight away.

DO NOT carry too much money with you when you are out and about.



If someone is telling you to take money out of your bank to give to them, tell someone you trust.

Checking identification



You should always ask for proof of identification if someone you do not know calls you on the telephone or calls at your home.

Some people pretend to be someone else so that you will trust them but they are trying to scam you.

Always ask to see their identification badge or card. Ask them to wait until you can check that they are who they say they are.

If it is on the telephone say you will call them back when you have checked. Always use another phone to check

them. If it is someone at your home keep the chain on, do not let them in and lock the door so you can telephone someone to check they are who they say they are. If the person is genuine they will wait until you have checked.

Doorstep sellers



People who try to sell things to you at your home. Keep yourself safe by keeping your door locked and put a chain on it.

DO NOT answer your door to people you do not know, 'if in doubt keep them out':

- **SAY NO** – tell them to go away
- **SAY NO** – I am not interested



You can report it to North Yorkshire Police on 101 if it is not an emergency.

Top tips when you are at home



Here is a list of things that will keep you safe when you are at home:

- never tell people you do not know your name
- never hand over any money
- ask for identification





- do not trust what people tell you - CHECK



- block telephone numbers you do not know

- look through the door spy hole

- speak to someone you know for advice



- do not give people your bank details

- keep the windows locked when you are out

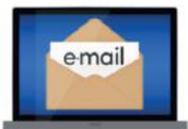


- always keep your door keys out of sight but in a place you can get them quickly and lock the door when you are upstairs or in the garden



- only tell family and friends that you are going on holiday

Scam mail, emails and phone calls



A letter, email or a telephone call saying you have won a prize or are owed money. They will sometimes use your name. They might ask you for money to claim a prize that does not exist. You might be asked to pay a bill that you have already paid, or to buy gift cards. Do not reply to the email or telephone call or follow any instructions.



Some examples are:

- TV licence
- HMRC - tax office
- Paypal
- Amazon or Ebay
- Banking



They might say they will call the police. This is a scam. Do not tell anyone your personal information. Tell someone you trust.

Who can help



ActionFraud
National Fraud & Cyber Crime Reporting Centre

Police

Tel: 101 non emergency 999 Emergency

Action Fraud - Tel: 0300 123 2040

Citizens Advice Bureau

Tel: 03444 111444



Royal Mail Scam Mail

Tel: 03456 113 413

Mail Preference Service

Tel: 020 7291 3310

Telephone Preference Service

Tel: 0345 070 0707

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fca.org.uk/scamsmart/warning-list