

# Give nothing away to scammers

**There are many different types of scams. Keep your money safe from them all.**

Scams can be very believable and are often the work of highly organised criminals. Here are a few tips for protecting yourself:

- Don't tell anyone your security details
- Don't assume the person who contacted you is genuine
- Don't let them rush you
- If you're suspicious, go with your instincts
- Stay in control



MY MONEY?  
MY INFO?  
I DON'T  
THINK SO.



# STOP AND THINK

1

A genuine bank or organisation will never contact you out of the blue to ask for your PIN, full password or to move money to another account. Only give out your personal or financial details to use a service that you have given your consent to, that you trust and that you are expecting to be contacted by.

2

Don't be tricked into giving a fraudster access to your personal or financial details. Never automatically click on a link in an unexpected email or text.

3

Always question uninvited approaches in case it's a scam. Instead, contact the company directly using a known email or phone number.

[takefive-stopfraud.org.uk](https://takefive-stopfraud.org.uk)



TO STOP FRAUD™

## Telephone Scams

If you ever get a call from someone who says they're from, say, your bank or the police and asks you to transfer funds to another bank, to a safe account or to withdraw cash, they're scammers. It's as simple as that.

## Postal Scams

Criminals use all kinds of fake letters. They may claim to be about lotteries or prize draws. Investments or inheritance windfalls. Health cures or clairvoyance. Whatever it is, don't send them money.

## Online Scams

Fake emails can be disguised to look as though they're from your bank. But however convincing they may look, never give away your personal details. And don't click links within the emails. Go direct to the bank's website instead.

## Doorstep Scams

Never let someone you don't know into your home or sell you a service on your doorstep. If you need work doing around your property, ask a friend or family member for advice about traders you can trust.

**We can quickly let you know about any suspicious activity on your account if we have your current contact details. Check them today and tell us if there have been any changes.**

**Ask us about becoming a  
Friend Against Scams**



**Report scams to Action Fraud on 0300 123 2040.  
And tell us, too. You can also ask for help from the  
Citizens Advice Consumer Helpline on 03454 040506.**