

# Is it a scam call?



## Ask yourself

- Are you expecting this call?
- Are they asking for personal or financial details?
- Are they making you feel rushed, panicked, or worried?

I will not make any decision /give any information without speaking to my partner/son /daughter/friend.



**HANG UP  
THE PHONE**

I'm sorry, but the phone line isn't clear, I can't hear you.



**HANG UP  
THE PHONE**

I'm not available to talk right now, goodbye.



**HANG UP  
THE PHONE**

You should have all my details already, please send me a letter by post (do not give them your address).



**HANG UP  
THE PHONE**



HAMPSHIRE & ISLE OF WIGHT

**CONSTABULARY**

## Remember

- They may not be who they say they are (even if they know personal information about you).
- Your bank or the police will never ask for your PIN number, bank card, passwords or ask you to withdraw money, help with an investigation or purchase items on their behalf.
- Fraudsters use a tactic called 'number spoofing', in order to make their call appear genuine. The number you see on your phone display may match that of your bank, but in fact the fraudster has manipulated this number.

## Report and support

- Contact your bank immediately if you think you've been scammed, and report it to Action Fraud on **0300 123 2040**.
- If you have any doubts, hang up and contact the organisation directly. Do not use the number the caller provides, use the details from the official website.
- If you've been a victim of fraud you can call Victim Support on **0808 16 89 111** or visit **[www.victimsupport.org.uk](http://www.victimsupport.org.uk)**

## Prevention

- Register your number with Telephone Preference Service: **0845 070 0707**
- BT Call Protect helps you stop unwanted and nuisance calls. Call **1572** from your home phone to set this up.
- If you think someone is pretending to be from your bank to trick you into handing over money or personal details... Stop, hang up and call the Bank Fraud Service on **159** to speak directly to your bank. This is a secure number that connects you directly to your bank if you think you are being scammed. **159** will never call you.

Remember, if in doubt...



**HANG UP  
THE PHONE**