

Practical tools

The following are guides that may be printed and given to a scam victim to serve as important reminders. A LA can edit these or use as templates to design their own versions. They should be put in a prominent place such as on a fridge door or by the telephone.

My checklist templates

Self protection checklist

How can I better protect myself?	
<input type="checkbox"/>	Never give out personal information like my name, phone number, or address to strangers
<input type="checkbox"/>	Never give out financial information or credit card details to strangers, not even if I'm told it's my own bank asking
<input type="checkbox"/>	Shred anything with my personal or financial details on it.
<input type="checkbox"/>	Look at every piece of mail and decide if it's scam mail (using my checklist)
<input type="checkbox"/>	Destroy and throw away any scam mailings
<input type="checkbox"/>	If I believe I am still being targeted by criminals then this is what I can do:

Scams mail checklist

If I am unsure that this mail is a scam I will ask myself the following questions:	Yes	No
Is the person contacting me a stranger?	<input type="checkbox"/>	<input type="checkbox"/>
Is the stranger based in the UK?	<input type="checkbox"/>	<input type="checkbox"/>
Is the letter about winning money or winning a prize?	<input type="checkbox"/>	<input type="checkbox"/>
Before I receive my prize / gift do I need to send some of my money first?	<input type="checkbox"/>	<input type="checkbox"/>
Is the return postal address somewhere abroad?	<input type="checkbox"/>	<input type="checkbox"/>
Is the stranger urging me to respond quickly?	<input type="checkbox"/>	<input type="checkbox"/>
Has the stranger told me to keep quiet about my win or good fortune?	<input type="checkbox"/>	<input type="checkbox"/>
<p>If I have answered yes to more than 2 questions above then this mail item is a scam and <u>I must destroy and throw it away immediately</u></p>		
<p>If I have any doubts or am still unsure then I will phone the people below for a second opinion:</p>		
<p>Name: Telephone:</p>	<p>Name: Telephone:</p>	

Telephone scams checklist

Is this telephone call a scam?

- ❖ Is the call **UNEXPECTED** and are they a **STRANGER**?
- ❖ Are they being **VAGUE** about their identity?
- ❖ Are they asking for my **PERSONAL** information?
- ❖ Are they asking for my **FINANCIAL** information?
- ❖ Are they asking me to send any **MONEY** immediately?
- ❖ Are they **RUSHING** me to make a decision?

If I am still unsure then I should do the following:

- I should **NOT** give out any information
- I should be extremely cautious
- I should get details from them. I need their:

NAME:

ORGANISATION:

TELEPHONE NUMBER:

- If they speak too quickly or are not clear I should ask them to slow down and speak clearer.
- If I am unable to get their Name, Organisation and Telephone number I should not continue with the call and should hang up immediately.

BE CONFIDENT and TERMINATE the call immediately.

It is not rudeness to do so.

Think Safety First.

- If I do get their details I should ask them to call back at another convenient time so that I can check them out. I should then phone my family / carer / Trading Standards Officer and give them the details to verify the company.

Name:

Telephone:

Name:

Telephone: