



# SCAM AND FRAUD ALERT

*From Hampshire and IOW Neighbourhood Watch*

## Telephone Fraud

Fraudsters can 'spoof' telephone numbers so that people receiving the call (on landline or mobile) think they are dealing with someone from the UK on a genuine number, when they are not.

If you have a caller display on your landline and you see what looks like an incoming UK mobile or landline number, please don't take it for granted that it actually is.

This can also happen with a call made to your mobile phone – for example it can show the name as 'Bank' if that is how you have it stored in your mobile, leading you to think it's a genuine call from your bank, when it isn't.

Note the Telephone Preference Service cannot protect you from these types of calls, as the service aims only to ensure genuine companies do not make contact if you have registered to opt out of receiving unsolicited calls.

### How to keep safe from this type of fraud

1. Don't assume the caller is actually phoning from the number you see.
2. Always be suspicious of unsolicited requests for personal or financial information in case it is a scam.
3. If in doubt, check with the organisation directly by phone or email using contact details from your records – do not use contact details given by the fraudsters
4. Do not confirm anything to a 'cold caller' you don't know and do not start any dialogue. Simply hang up.
5. Do not be rushed into action. Question and check before acting.

### If you've fallen victim to a scam - what next?

6. Stop further payments – contact your bank or cancel your transactions directly. (Monitor your statements regularly for any unusual activity.)
7. Report this has happened - contact Action Fraud on 0300 123 2040 or online at [actionfraud.police.uk](https://www.actionfraud.police.uk).