

## Welcome Keeping up to date with scams

Alert 1

3 February 2021

### Help and information:

Citizens Advice: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Citizens Advice consumer helpline: **0808 223 1133**

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: 18001 then [0808 223 1133](tel:08082231133)

You can use Relay UK with an app or a textphone. There's no extra charge to use it. [Find out how to use Relay UK](#) on the Relay UK website.

Citizens Advice *Scams* Action Line (online scams): **0808 250 5050**

Citizens Advice Bromley via Bromley Well 0300 3309 039

### Organisations

### website

### Twitter

Action Fraud

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

[@actionfrauduk](https://twitter.com/actionfrauduk)

Friends Against Scams:

[www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)

[@AgainstScams](https://twitter.com/AgainstScams)

Take Five:

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

[@TakeFive](https://twitter.com/TakeFive)

Get Safe Online:

[www.getsafeonline.org](http://www.getsafeonline.org)

[@GetSafeOnline](https://twitter.com/GetSafeOnline)

National Cyber  
Security Centre

[www.ncsc.gov.uk](http://www.ncsc.gov.uk)

[@NCSC](https://twitter.com/NCSC)

### Scam awareness

Take part in the **Friends Against Scams** online awareness session – it's great if you find you have a little spare time on your hands!

[www.FriendsAgainstScams.org.uk/elearning/bromley](http://www.FriendsAgainstScams.org.uk/elearning/bromley)

## Suspicious emails

The National Cyber Security Centre launched a new “suspicious email reporting service”

**Forward the suspicious email to [report@phishing.gov.uk](mailto:report@phishing.gov.uk)**

You should then block the sender / mark as spam and delete.

**Remember not to reply, click on any links or open attachments.**

Timely alerts help the NCSC to act quickly and protect many more people from being affected. More information; <https://www.ncsc.gov.uk/information/report-suspicious-emails>

## Suspicious text messages (SMS)

Forward suspicious text messages to your service provider on **7726**

**Remember not to reply, click on any links or open attachments.**

## Remember

**If you think you've been scammed:**

- Contact your bank as soon as possible, especially if you have lost money or given out your bank details.
- Tell someone you trust so they can help you to get the help you need
- Call Citizens Advice if you need advice and guidance
- Report to Action Fraud on 0300 123 2040 or [www.actionfraud.police.uk](http://www.actionfraud.police.uk)
- Consider changing your passwords and having your devices checked by a professional if you think the scammer may have had access to your computer, mobile phone, tablet etc.

## Rapid Response

If you or someone you know has been or is likely to be tricked into handing over money for unnecessary property repairs or garden work or are thinking of giving or sending money in suspicious circumstances, call the **Rapid Response team on 07903 852090** first.

This Rapid Response Service is for Bromley residents only; if you live outside the borough, please contact your local Trading Standards Department through your local council.

**Please share with family, friends, neighbours, colleagues & clients**

**Read it. Share it. Prevent it**

## **REPORT**

Protect others by reporting incidents.

If you or anyone you know have been affected by fraud or any scam report it to Action Fraud by calling 0300 123 2040 or visiting [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

If you have given out your bank details, contact your bank as soon as possible.

You can also visit [www.Bromley.gov.uk/scams](http://www.Bromley.gov.uk/scams)