

Scams Advice During Coronavirus Outbreak

INTRODUCTION

- **Please be aware that not everyone out there is trustworthy and some people will take advantage of this unusual situation our society is facing.**
- As a reminder, we would like to re-iterate the government and NHS guidelines about maintaining good hygiene; only go outside for food, health reasons or essential work, and stay two metres away from other people outside of your household.
- It is particularly important for people who are over 70 and/or have an underlying health condition.

KEY MESSAGES

Here are just some of the scams we are aware of, but please note that criminals come in all shapes and sizes and can contact you at the door, by phone, post or online:

- Be aware of people offering miracle cures or vaccines for coronavirus – there is no specific treatment for coronavirus (COVID-19). Treatment aims to relieve the symptoms until you recover.
- Home cleaning services
- People impersonating healthcare workers, claiming to be offering ‘home-testing’ for coronavirus – this is a scam and these kits are not currently available to buy.
- Emails saying that you can get a refund on taxes, utilities or similar are usually bogus and they are just after your personal and bank details.

KEY MESSAGES

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- There are lots of fake products available to buy online that say they can protect you or cure coronavirus. These will not help and are designed to take your money.
- There are new mobile phone applications that claim to give you updates on the virus but instead, they lock your phone and demand a ransom.
- Your bank or the police will never ask for your bank details over the phone.
- People offering to do your shopping or collecting medication and asking for money upfront and then disappearing.

TIPS TO AVOID BEING SCAMMED

- Be cautious and listen to your instincts. Don't be afraid to hang up, bin it, delete it or shut the door.
- Take your time; don't be rushed.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to get you into accepting a service they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.
- If you are online, be aware of fake news and use trusted sources such as .gov.uk or NHS.uk websites

TIPS TO AVOID BEING SCAMMED

- Only purchase goods from legitimate retailers and take a moment to think before parting with money or personal information.
- Know who you're dealing with - if you need help, talk to someone you know or get in touch with your local Council on the numbers below.
- Protect your financial information, especially from people you don't know. Never give your bank card or PIN to a stranger.

WHO TO CONTACT

- If you think you've been scammed, report it to Action Fraud on 0300 123 2040 and if you need advice, call the Citizens Advice Consumer Helpline on 0808 223 1133. If you are in immediate danger, contact the police on 999.
- Contact your bank if you think you have been scammed.
- To learn more about different types of scams and how to protect yourself and others, visit www.FriendsAgainstScams.org.uk and complete the free online training.

THE CWM TAF MORGANNWG SAFEGUARDING BOARD

Help us to safeguard our communities from abuse and neglect

The Cwm Taf Morgannwg Safeguarding Board is asking everyone within the region to look out for one another in order to help those who may be at risk of abuse and neglect. This is a message which applies at all times, but now more than ever, people at all ages need protection.