

## **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**

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

## 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 <b><u>I must destroy and throw it away immediately</u></b></p>				
<p>If I have any doubts or am still unsure then I will phone the people below for a second opinion:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;">           Name: Telephone:         </td> <td style="width: 50%; padding: 5px;">           Name: Telephone:         </td> </tr> </table>			Name: Telephone:	Name: Telephone:
Name: Telephone:	Name: Telephone:			

## 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:**