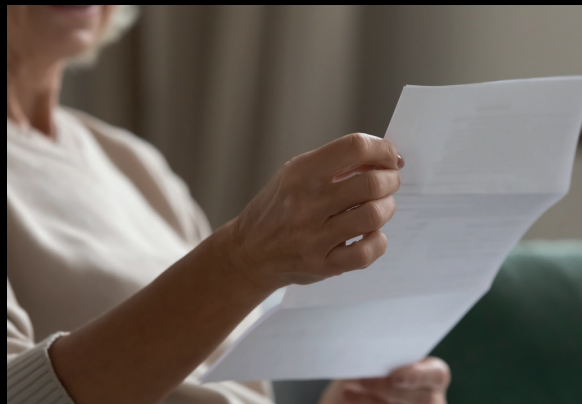


# It is a **CRIME**

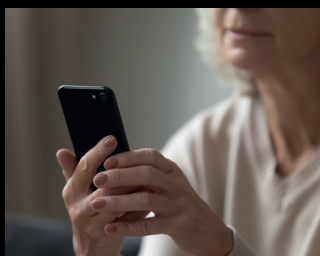


# It is a CRIME



## Telephone scam

You receive a call from someone pretending to be from Amazon who says there is fraudulent activity on your account, and you need to act now



## Text Scam

You receive a text which looks like it's from HMRC and that you owe tax, you must pay now or you will be arrested

## Scams

- Every year scammers steal £3.5 billion from UK citizens.
- Criminals target people from all over the world and share their personal information with other criminals.
- Covid 19 has meant a huge increase in scams. REMEMBER the NHS nor your Doctor's Surgery will ever ask for you for money.

## What to do

- **Do not** give your bank details to anyone over the phone, via text or email who has contacted you uninvited, even if they claim to be from a government agency, your bank or claim you have won money.
- Scammers **always** want money. If you receive an uninvited call, text or email and a payment for money is mentioned – hang up or press delete.

If you think you have been scammed  
contact Citizens Advice consumer  
helpline 0808 223 1133

If you think you have been scammed  
online contact Citizens Advice scam  
advisor 0808 250 50 50

# Doorstep Crime

Doorstep crime is financial abuse and ruins lives. Criminals prey on the elderly and vulnerable.

Doorstep Criminals come to your house uninvited and persuade you to have work carried out on your property. They lie and exaggerate so you think the work is urgent.

Doorstep Criminals want your money. They will try to get it by charging an extortionate price, increasing the price as the job goes along and by lying to you that further work needs doing.

## What to do

- Do not agree to have the work done by cold callers. Ask for a written quote and get other quotes to compare. Any reputable trader will understand this – a doorstep criminal won't!
- For advice and guidance call Citizens Advice Consumer Helpline on 0808 223 1133.
- To report a Doorstep Criminal call Kent Police on 101.

Use Kent Trading Standards Checked scheme. All the traders on the scheme are vetted and approved by Kent Trading Standards giving you peace of mind call 03000 41 64 38.



### Knock at the door

The caller tells you there is urgent roofing work needed on your home and they try to bully you into having work done



### Letter scam

You receive a letter claiming you have won the lottery but must pay an admin fee or taxes before the winnings are sent



### Online-dating scam

Someone who you met on a dating site but have never met in person asks you for money

## Telephone

Register with the Telephone Preference Service on

**0345 070 0707**

Check the call blocking facilities available from your telephone provider.

## Text

Suspicious text messages should be forwarded to **7726** for your provider to investigate the origin of the text and take action, if found to be malicious.

## Email

If you have received an email forward to the Government National Cyber Security Centre Suspicious Email Reporting Service: **report@phishing.gov.uk**

## Letter

Reduce personally addressed junk mail, register with the Mail Preference Service on **0845 703 4599**.

Opt out of charity appeals with Fundraising Preference Service on **0300 999 3418**.

Tick the box to say you don't want to be contacted with promotional material.

## Kent County Council Public Protection

Sign up for KCC Public Protection alert emails about scams, doorstep criminals and doorstep sellers  
**www.kent.gov.uk/consumeralerts**

Follow KCC Public Protection on  
**Facebook** @publicprotection and  
**Twitter** @kentprotect

Doorstep crime is financial abuse. Learn to spot the signs of financial abuse - watch the video to see how victims are targeted  
**www.kent.gov.uk/spotthesigns**

## Find your local KCC Community Wardens

Community wardens will try and help you and your community no matter what the issue. If they don't have the answer, they will know someone who will.

Call **03000 41 34 55** or visit  
**www.kent.gov.uk/communitywardens**

## Trading Standards Checked safe trader scheme

Visit **www.kent.gov.uk/tschecked**  
Call **03000 41 64 38**

## Kent Police

To report Doorstep Crime, call 101  
If Doorstep Criminals are at your home and refuse to leave call 999

## Age UK

If you are elderly, or concerned about an older person, you can get free, confidential advice about scams from Age UK.

Call Age UK for free on **0800 678 1602**  
**www.ageuk.org.uk/contact-us**

## Citizens Advice Consumer Helpline

Advice on consumer issues and scams, and to report to Trading Standards:  
Visit **www.citizensadvice.org.uk** and search 'scams'  
Call Citizens Advice Scams Advisor call **0808 223 1133**

## Victim Support

You can get free, confidential help from Victim Support if you have been affected by a scam. Their support line is open 24 hours a day, every day of the year.

Call Victim Support for free on  
**08 08 16 89 111**