

STAY SAFE

Fraudsters often target older people so it is wise to adopt ways of staying safe.

- Don't respond to unsolicited post, phone calls or emails offering you a deal or asking for information. Remember if an offer seems too good to be true, it probably is.
- Don't give away any personal information (name, address, bank details, e-mail or phone numbers) to organisations who call you before you are sure that you have verified their credentials. Remember that the Police and financial organisation will **never** call you and ask details of your account over the phone.
- Always check identification before letting anyone you do not know into your home. If in doubt about a caller do not answer the door. Many utility companies frequently offer facilities to older customers to give a password to be used by meter readers etc. to provide extra reassurance. Call us and we will explain how you can register for this service.
- Always take the time to seek independent advice when paying for goods or services. If you are put under pressure to make a decision just say "no".
- Shred all documents which contain person details such as name, or address. Keep personal and financial details and passwords safe.
- Protect your computer, tablet or smartphone. Always update your firewall, anti-virus protection and anti-spy software. Only buy these from a reputable dealer.
- When paying for goods online be sure to use only a secure site (look for the padlock symbol) Avoid using your debit card as unlike credit cards they may not offer payment protection and if compromised may put your account at risk.
- Be wary of paying money before you receive goods or services unless you are sure that the supplier is genuine.
- Be aware that some fraudsters will send emails that look like they come from legitimate suppliers copying colours and styles. They may change the web address slightly i.e @*ebay.com* may become @*ebayz.com*. Check the web address in the browser.



The Telephone Preference Register can stop a lot of unsolicited telephone. It is a free service.

To register call 0845 070 07 07 or call into our office and we can register your number with TPR online.

If you think you have been a victim of fraud or internet crime call Action Fraud on 0300 123 20 40 and report it to the local police by calling 101.

The Mail Preference Service helps to stop unsolicited personal addressed mail. This is a free service. To register online go to www.mpsonline.org.uk



Age Concern Thurrock is a registered charity no 1000274

Tele: 01375 389872 Fax: 01375 389873

Email: ageconcernthurrock@btconnect.com

Website: www.ageconcernthurrock.co.uk