

Coronavirus is bad enough. Don't get ripped off as well.



We are all worried about coronavirus.

That makes us more vulnerable.

If people we don't know offer to help we might be more tempted to let them.



Sadly there are criminals who will take advantage of that.

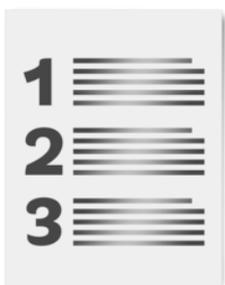
This information is to help stop people ripping you off.



This means not getting tricked into giving people your money or your bank account details.



There are some scams that the police know about.



These are the most common ways that criminals can rip you off and what you can do to protect yourself.

Face to face scams

People might knock on your door or come up to you.



Offering to get your shopping.

Someone you don't know might offer to go and get your shopping for you.



Be careful.

They might take your money and not come back with your shopping.

Selling things they say can kill the virus

People might come to your door selling cleaning products, face masks or hand sanitiser.

They might charge much more than they cost in the shops.

The products might not be safe to use.

Don't buy things at your door like this.





Offering to clean for you

They might offer to clean your driveway or doors to help kill the virus.

You don't need this to keep you safe.

The best way to stay safe is to wash your hands regularly and stay inside.



Offering a test for coronavirus

No tests are being done at your door.

Don't pay someone if they try to sell you a test.



Collecting for charity

People might knock on your door or come up to you and ask for money for a charity that is looking for a cure for Covid-19.

Don't give them money.

It is probably not a real charity.



On the telephone

There are lots of scams where people get phoned up.



General advice

Always be suspicious of someone you don't know who rings you out of the blue.



Don't be afraid to hang up.

Don't give out any personal details.

Someone saying they are from your bank

Be careful if someone rings saying they are from your bank.

Don't give them details like your bank sort code or account number.

If you are worried, ask them for their number and say you will ring them back.

Talk to someone you trust about it before you decide if you want to ring them back.

The bank's phone number is on the back of your card. Ring that number and ask if anyone had tried to contact you.





Someone saying they have a refund for you for something that got cancelled

Be careful if someone rings saying they want to refund you the money you paid for an event that got cancelled.

This could be a wedding, a holiday or a party.



Don't give them details like your bank sort code or account number.

If you are worried, ask them for their number and say you will ring them back.



Talk to someone you trust about it before you decide if you want to ring them back.

Getting texts



Be careful of texts that say they come from the Police, the government or even your doctor.

Don't click on links in a text.

It might be trying to steal your personal information.





Getting texts

Don't reply to a text that says it is from the Police telling you to pay a fine for leaving the house.

Don't reply to texts when you don't know who sent it.

Tell someone you trust about it.

Get advice on what to do.



Emails

There are lots of ways criminals can use email to rip you off.

Emails trying to sell you things

Be careful of emails trying to sell protective equipment like masks or hand sanitiser.

People have paid money and never got what they ordered.





Emails trying to get you to click on links

Links in an email can be a way for criminals to put a virus on your computer or phone.



If you don't know who the email is from don't click on the links'

Be careful of anything that is attached to an email. It might be a form, or a photo, or a video.



If you don't know who the email is from don't open the attachment.

Emails trying to get your personal information



Emails might try and get you to reply with your personal information.

They might say you can get a refund or money from the government.



They might ask for a donation or health information.

Shopping online



There are lots of ways criminals can rip you off.

Like selling things that are hard to get – like toilet rolls, face masks or hand sanitiser.

But once people order things and pay their money, the stuff never arrives.

Top tips

- Check out the website properly
- Does it look real?
- Are there any reviews from other shoppers? Do they look real?
- Ask someone else to look at the website and see what they think
- Try to always use shops that you know and trust



Vitamins and other products that claim to stop you getting the virus

Don't believe companies that claim they have products that can make you so healthy you won't get the virus.

There is no proof that they work.



What to do if you are worried



There are lots of different people who can help if you are worried

Talk to someone you can trust – this might be a family member, friend or supporter



If it is about your bank account, you can ring your bank for advice



You can speak to the police team who deal with scams by ringing 0300 123 2040

You can also phone the police on 999 if it is an emergency or 101 if it is not an emergency.



It is always ok to end a call if you are worried. Just hang up.

It is ok to not open the door to someone you don't know.



You can get in touch with your local Safeguarding team, by phoning your local council and asking for the Adult Safeguarding Team.



Where to find more information

Ace Anglia are an independent advocacy organisation based in Suffolk.

You can find out about them here

<https://www.aceanglia.com/>



They have produced Easy Read information about avoiding scams online

You can read it here

<https://suffolkordinarylives.co.uk/wp-content/uploads/2019/07/Staying-Safe-Online-Scams-and-Viruses.pdf>



They have also produced Easy Read information about getting your settings and permissions right online to protect yourself from online scams

You can read it here

<https://suffolkordinarylives.co.uk/wp-content/uploads/2019/07/Staying-Safe-Online-SETTINGS-AND-PERMISSIONS.pdf>