The NHS Track and Trace service is to help stop the spread of Coronavirus.

The NHS Track and Trace service is free.

Be aware of scams where people trick you into giving them money or information.

People are being warned about scammers who are using the new NHS Test and Trace service to trick people to give them money.

The governments NHS Test and Trace service will help to stop the spread of coronavirus.

They will be testing people who have coronavirus symptoms.

Then contacting people who they have been in contact with and telling them to isolate for 14 days.

People who are vulnerable may be more at risk of being tricked by scammers to share their personal information or trick them to hand over money.

Scammers do this by making fake telephone calls, sending text messages or emails and pretending to be someone else.

Devon, Somerset and Torbay Trading Standards Service want everyone to be careful and take steps to protect themselves.

People can protect themselves by knowing what you will and won't be asked if you are contacted by the NHS Test and Trace service."

People who call you from the NHS Track and Trace service are called Contact Tracers.
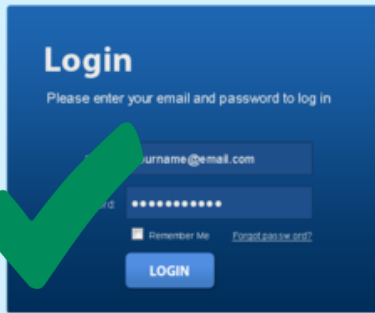
Questions Contact Tracers will ask you are listed below.

Call you from telephone number **0300 013 5000.**

Send you text messages from 'NHS'

Ask you to sign into the NHS test and trace contact-tracing website.

Ask for your full name and date of birth to confirm your identity,

Ask about the coronavirus symptoms you have been having.

Your postcode where you live to offer support while you are self-isolating.

Ask you for the name, telephone number and/or email address of anyone you have had close contact with in the 2 days before to your symptoms started.

Ask if anyone you have been in contact with is under 18 or about people who live in another Country.

Questions Contact Tracers will not ask you are listed below.

Ask you to call a premium rate number to speak to them. Premium rate telephone numbers are those starting 09 or 087. These numbers cost a lot of money to call.

Ask you to make any payment or buy anything,

Ask you for any information about your bank account.

Ask for any of your, or your friends/contacts social media information like login information.

Ask you for any passwords or PIN numbers, or ask you to set up any passwords or PIN numbers over the phone

ask you to download any software to your computer or ask you to hand over control of your computer, smartphone or tablet to anyone else

Ask you to access or go to any website that does not belong to the government or NHS.

Talk about your personal or medical information to your contacts

Give medical advice on the treatment of any coronavirus symptoms

Cllr Rufus Gilbert, Devon County Council's Cabinet Member responsible for Trading Standards, said:

"We are all trying to do our bit to help stop the spread of coronavirus, and this new test and trace service is a big part of that

Sadly, there are criminals who will use this situation to their advantage and exploit people's uncertainty and fear.

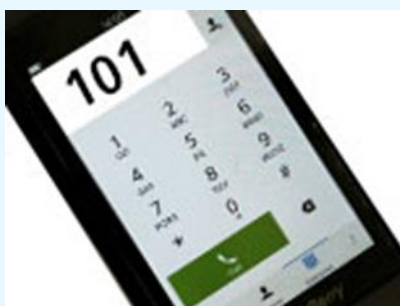Remember, the NHS Test and Trace service is completely free and you wont be charged any money.

They will never ask you for any form of payment or financial information or to provide any passwords, bank account details or pin numbers."

I urge everyone to remain alert and protect both themselves and their friends, family and neighbours who may be vulnerable.

By helping people to know what to expect from the NHS test and trace service and how to spot these scams."

If you think you have been the victim of a scam please contact the Police on 101.

If you see or hear anything suspicious, please report it to the Citizens Advice Consumer Service on 0808 223 1133 or fill in a form on their website by clicking or tapping here.

You can find out more information about the Test and Trace service by clicking or tapping here to watch an easy to follow video.