

**SPOT STOP  
SCAMS! SCAMS!**



CAMBRIDGESHIRE AND PETERBOROUGH  
AGAINST SCAMS PARTNERSHIP

# Scams Awareness for Professionals & Volunteers

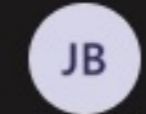
Karen Reid

Cambs and P'boro Against Scams  
Partnership (CAPASP)

[Against.Scams@cambridgeshire.gov.uk](mailto:Against.Scams@cambridgeshire.gov.uk)

Meeting controls bar with icons for: Mute, Unmute, Stop Video, Start Video, More options, Hand raise, Chat, People, Request control, End call.

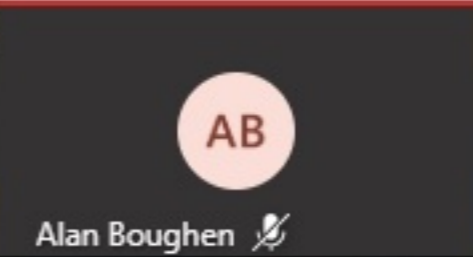
Karen (Guest)



Karen (Guest)



howard (Guest)



Alan Boughen



Rosie Cooke



Alan Boughen



CAMBRIDGESHIRE AND PETERBOROUGH AGAINST SCAMS PARTNERSHIP

# Cambs and P'boro Against Scams Partnership (CAPASP)

- Website: [www.cambridgeshire.gov.uk/against-scams](http://www.cambridgeshire.gov.uk/against-scams)
- Facebook: [www.facebook.com/capasp19](http://www.facebook.com/capasp19)
- Twitter: [www.twitter.com/capa5p](http://www.twitter.com/capa5p)
- Downloadable resources: Go to above webpage and click on "scams prevention resources"

Request control

Karen (Guest)

+11 M JB

Karen (Guest)

howard (Guest)

AB Alan Boughen

RC Rosie Cooke

[Participant Video]

# Aide memoire for professionals & volunteers

## SCAMS & ROGUE TRADER AIDE MEMOIRE FOR PROFESSIONALS AND VOLUNTEERS

Please keep this document handy to refer to should service users ask you for information or advice about scams and rogue traders and to signpost them to organisations that can help.

There are a range of resources such as "The Little Book of Big Scams" available to download from [www.cambridgeshire.gov.uk/against-scams](http://www.cambridgeshire.gov.uk/against-scams).

For further information and support, please contact Charlotte Homent, Community Protection Manager on 01954 284635 or email [Against.Scams@cambridgeshire.gov.uk](mailto:Against.Scams@cambridgeshire.gov.uk).

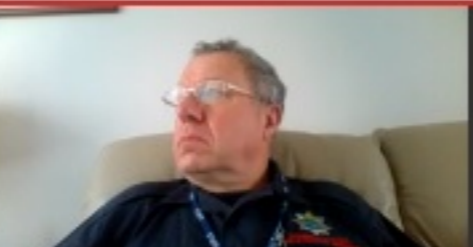
### TELEPHONE SCAMS

#### Advice for Service Users

1. Never give personal or financial details to cold callers, no matter who they say they are.
2. Banks and the police will never phone to ask for account details like a password, PIN or card number.
3. Register for the FREE Telephone Preference Service (TPS) on 0345 070 0707 or [www.tpsonline.org.uk](http://www.tpsonline.org.uk); this will help stop sales & marketing calls from within the UK.
4. To check whether a call received is from a genuine organisation, call back using the phone number that's known to be correct, i.e. taken from a bill or the company's website, not the one the caller gives. Wait at least 10 minutes before making the call or use a different phone.
5. An answering machine can be useful for screening calls, as can features like Caller Display or Caller-ID which have been free since October 2018.
6. Ask the telephone service provider what blocking services it provides for no or low cost e.g. BT Call Protect, Sky Talk Shield, TalkTalk CallSafe or Plusnet Call Protect.
7. A call blocking device such as trueCall [www.truecall.co.uk](http://www.truecall.co.uk) or CPR Call Blocker [www.cprcallblocker.com/](http://www.cprcallblocker.com/) can be useful especially for those with dementia or learning difficulties. Alternatively, if buying a new phone, consider one that has built-in call blocking technology.

#### Useful Organisations - Telephone Scams

	Silent/abandoned calls should be reported to Ofcom. Telephone: 0300 123 3333 Website: <a href="http://www.ofcom.org.uk">www.ofcom.org.uk</a>
	Nuisance sales & marketing calls can be reported to the Information Commissioner's Office. Website: <a href="http://www.ico.org.uk/">www.ico.org.uk/</a>



**SPOT STOP SCAMS! SCAMS!**

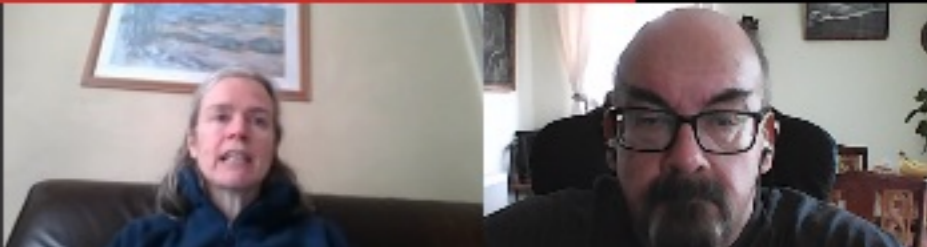


CAMBRIDGESHIRE AND PETERBOROUGH AGAINST SCAMS PARTNERSHIP

# Mail scams



- prize draws
- foreign lotteries
- catalogues – health cures, aids
- bogus investments
- pyramid selling
- clairvoyants /spiritual protection
- religious
- third world person needs your help!



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### How the cyber scams are delivered

- Email (Phishing)
- Telephone (Vishing)
- Text (Smishing)
- Copycat/Fake websites
- Downloading malicious software/Apps
- Instant Message – WhatsApp/Messenger

Call 101  
Telephone 0800 101  
Visit [www.cambs.gov.uk](http://www.cambs.gov.uk)  
Follow @safercambs  
Subscribe @safercambs

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### Types of Scam

- COVID-19 related PPE-Loan-Tax
- Computer Service Fraud/Remote Access
- Courier Fraud
- Parcel Delivery
- Investment
- DVLA
- Subscription
- Romance/Dating
- Missed Call

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Slide 4 of 12 English (United Kingdom)

Request control

Activity  
Chat  
Teams  
Meetings  
Calls  
Files

Rosie Cooke

Meeting controls: +13, Rosie Cooke, Alan Boughen, Karen (Guest), Robin, SUTTON, Nigel 8517

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Your vehicle is no longer taxed.

We have generated a new invoice, and we suggest you to use a credit card instead of a debit, to avoid any other consequences that might appear in case again won't be enough funds inside.

The online Transaction ID is 1D02D77-86426317183

**Tax your vehicle - START NOW >**

- the vehicle's registration number
- have your credit/debit card ready
- follow the instructions on your screen

You must tax this vehicle before it is driven on the road, tax now at [www.gov.uk/vehicletax](http://www.gov.uk/vehicletax).

It's illegal to drive your vehicle until you've taxed it.

You will be fined £80 if you do not tax your vehicle or tell DVLA that it's off the road.

Call 081  
Telephone 0800 130  
Visit [www.cambs.gov.police.uk](http://www.cambs.gov.police.uk)  
Follow [Facebook](#) [Twitter](#) [LinkedIn](#) [YouTube](#) [Instagram](#) [Snapchat](#) [TikTok](#) [WhatsApp](#) [Messenger](#) [Email](#) [SMS](#) [Print](#) [Share](#)  
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**6 Top Tips for Cyber Security**

- Create a separate password for email
- Create a strong password – 3 random words
- Save Passwords in your browser
- Enable two-factor authentication
- Update your devices
- Back Up your devices

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Slide 8 of 12 English (United Kingdom)

Request control

Rosie Cooke

+14

Rosie Cooke

AB Alan Boughen

K Karen (Guest)

R Robin

SUTTON, Nigel 8517

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Your vehicle is no longer taxed.

We have generated a new invoice, and we suggest you to use a credit card instead of a debit, to avoid any other consequences that might appear in case again won't be enough funds inside.

The online Transaction ID is 1D62D77-86426317183

**Tax your vehicle - START NOW >**

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Textphone: 18001 101  
Visit [www.cambs.gov.uk](http://www.cambs.gov.uk)  
Follow [@cambsgov](#) [@cambsgov](#) [@cambsgov](#) [@cambsgov](#)  
Subscribe [@cambsgov](#)

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Textphone: 18001 101

Anti-virus software is a **program or set of programs** that are designed to prevent, search for, detect, and remove software viruses, and a set of internet protection tools, files,

10  
Slide 9 of 12 English (United Kingdom)

Request control

Activity  
Chat  
Teams  
Meetings  
Calls  
Files

Rosie Cooke

+13 JP AB K R

Rosie Cooke Alan Boughen Karen (Guest) Robin

SUTTON, Nigel 8517

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- Don't click on links or open attachments unless

# Further Information

National Cyber Security Centre

- <https://www.ncsc.gov.uk/cyberaware>


Action Fraud

- <https://www.actionfraud.police.uk>

Cambridge Peterborough Against Scams Partnership

- <https://www.cambridgeshire.gov.uk/residents/community-protection/against-scams-partnership>

Call: 101  
Textphone: 18001 101



Note all the websites have a https

Slide 11 of 12 English (United Kingdom) 90%

Activity Chat Teams Meetings Calls Files

Windows taskbar: Windows, Search, File Explorer, Edge, Mail, Teams, PowerPoint

System tray: Network, Volume, Date/Time (12:10 27/10/2020), ENG, 21

Meeting controls: +10, JP, [Video feeds], R, [Microphone]



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- Just because someone knows your name, it does not make them genuine.
- Telephone caller ID does not guarantee the number calling is genuine
- If you receive a suspicious email or text, forward email to [report@phishing.gov.uk](mailto:report@phishing.gov.uk) and a text to 7726

Thank you

#safercambs

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Thank you

Windows taskbar with icons for File Explorer, Edge, Teams, and other applications. Meeting controls include a '+10' button, a 'JP' button, and a 'R' button. Video thumbnails show participants in a meeting.