

I'm staying ahead of scams. Are you?

If you think you see a scam and need advice, call the Citizens Advice consumer service on 0808 223 1133 or visit [citizensadvice.org.uk](https://www.citizensadvice.org.uk).

You can also report the scam to Action Fraud by calling 0300 123 2040 or at [actionfraud.police.uk](https://www.actionfraud.police.uk).

#ScamAware

**citizens
advice**


NATIONAL
TRADING
STANDARDS
Scams Team

ctsi


Chartered Trading
Standards Institute


Department for
Business, Energy
& Industrial Strategy





Scams can affect anyone, so it's important to know how to spot one. It might be a scam if:

- It seems too good to be true, like you've won a competition you don't remember entering, or a "Get Rich Quick" investment opportunity that promises really high returns
 - There's unexpected contact, such as someone you don't know getting in touch or getting a message about a parcel delivery you're not expecting
 - You've been asked for personal information like passwords or your bank details
 - You're being urged to respond quickly so you don't get time to think about it or talk to family and friends
 - You've been asked to pay urgently or in an unusual way, for example by gift vouchers or a transfer service, or you keep being asked for extra money to complete the deal
 - You suspect you're not dealing with a real company, like if there's no postal address
 - You are being asked to pay for a product or service before receiving written confirmation of what's been agreed
- 

Watch out for financial scams – whether that's investment opportunities that promise high returns, spam emails posing as HMRC, or texts or calls pretending to be from your bank asking you to transfer money quickly.

Remember: Don't give money or personal details to anyone you don't know, trust or have only met online, and don't click on any links they send you.

