

# Norfolk Against Scams Partnership

## How to keep yourself and others safe from scams



#NorfolkScamAware

## Report or get advice on scams:



- **Be cautious and listen to your instincts.**  
Never be afraid to delete, hang up or shut the door.
- **Don't assume everyone is genuine,** take your time and don't be rushed.
- **Be very wary of offers made during telephone cold calls and NEVER** give or confirm personal details.
- **Know who you're dealing with** and take a moment to think 'is my information and money safe?'.
- **NEVER** deal with doorstep cold callers.
- **NEVER** click on links or open attachments in unexpected emails or text messages.
- **Your bank or the police will never ask for your bank details,** for you to withdraw cash to be collected or transfer money to another 'safe' account over the phone.
- **Protect your financial information,** especially from people you don't know. Think carefully before giving bank details and **NEVER** share your PIN number with anyone.

- **Citizens Advice consumer helpline**  
Provides advice and shares information with Trading Standards.  
☎ 0808 223 1133  
🌐 [www.citizensadvice.org.uk/consumer](http://www.citizensadvice.org.uk/consumer)
- **Action Fraud**  
Report all types of scams to Action Fraud, the UK's national reporting centre for fraud.  
☎ 0300 123 2040  
🌐 [www.actionfraud.police.uk](http://www.actionfraud.police.uk)
- **Norfolk Police**  
If a crime is happening now or recently occurred. If the victim is vulnerable or unable to protect themselves from fraud.  
☎ 101  
🌐 [www.norfolk.police.uk](http://www.norfolk.police.uk)
- **Norfolk Scams Prevention Service**  
Offers specialist help and support if you've been the victim of a scam.  
☎ 101 - extension 5005  
🌐 [www.nsvictimcare.org](http://www.nsvictimcare.org)