

## HOW TO IDENTIFY

# Phone Call Fraud



## How to identify Phone Call Fraud:

Fraudsters posing as legitimate companies such as your internet, television or telephone service provider, manufacturers of computers and computer software, and utilities, call you to tell you that they have detected a problem.

## They might say something like:

“There’s a virus on your computer” or “Something is wrong with your computer or the programs on it”  
or “Your router or internet connection isn’t working properly” or “We’ll fix it for free / a small fee” or  
“You are owed compensation”



## WHAT THEY REALLY WANT



- ▶ For you to grant them access to your computer by visiting a particular website or installing software in order to transfer money out of your bank account to themselves. They will take all of it if they can.
- ▶ For you to give them payment or banking details (or they might steal them from your computer if they get access).

# What to do if you get a call like this?

- Hang up.  
It's ok to say no and end the call.
- Never go to a website or link they suggest, and never allow anyone remote access to your computer.
- Unplug your router.
- Report and Support:  
Contact help using another telephone.



## WHAT IF THIS HAPPENS TO YOU OR TO SOMEONE YOU KNOW?

**REPORT.** Call Hampshire Constabulary on **101** and ask for **Op. Signature** to report that this has happened.

**SUPPORT.** Call the Victim Care Service on **0808 1689 111** for practical and emotional support.

**TELL 2 PEOPLE.** Telling a few people who can support you means they can help keep you safe and are aware of the scams that might catch people out.