



onefamily
modern family finance



for peace of mind

**Protect yourself against
fraud and scams**

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Scams can come in many forms, but all are designed to obtain access to your money or personal details. The key is knowing how to recognise a scam, being aware how to protect yourself and what actions to take if you think you have been targeted or have fallen victim.

Below are some hints and tips to help you remain vigilant



Your bank or the police will never ask you to provide your bank details over the phone. If you receive a request like this, end the call and phone them back.



If you receive emails claiming you've not paid for something, don't click the link if you know the claim is incorrect or you don't recognise the company.



If you receive an email that looks legitimate, be vigilant when clicking on any links contained within it. Check the website address – is it spelt correctly and is it an address you recognise?



If someone knocks on your door or calls portraying that someone you know needs help or money, it's extremely unlikely to be legitimate.



Before you respond to anything asking for personal information, ask yourself why they need your details and were you expecting it?



Don't make any advanced payments until you are sure the company you're dealing with is legitimate.



If you receive a call, just because someone knows your name or postcode doesn't mean they are calling for a legitimate purpose.



If you receive anything like a calling card through your door asking for personal details – think twice.



Make sure all of your accounts have a strong password, don't use the same password for multiple accounts and change your passwords regularly.

Useful contacts which may be able to provide more information on how to protect against fraud and scams:

Action Fraud: 0300 123 2040

Citizens Advice: 0344 411 1444

Contact us



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*Open 9am-5.30pm Monday to Friday. We might record your call to help improve our training and for security purposes. Calls to 0344 numbers are charged at local rate and will normally be part of inclusive minutes provided with phone packages, even when calling a mobile. The actual cost will depend on your providers tariff. For more information please contact your provider.

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