DIGITAL CHESHIRE

Your Guide to Spotting and Avoiding Scams

A scam is when someone tries to trick you into giving away your money, personal information, or bank details.

Scammers often pretend to be from trusted organisations, such as your bank or your phone company. They use clever tactics to sound or look official, and they're getting better at it all the time.

They may pressure you to act quickly, scare you into thinking something is wrong, or promise something that sounds too good to be true.

Common online scams

Some of the most common scams happen online or on your mobile. These include:

Text scams
Scam messages claiming things like missed deliveries, bank issues, or refunds, often with a link to click.

Phishing emails
that ask you to click a link or enter your details.

Voice scams
Phone calls from people pretending to be from trusted organisations, asking for personal or financial details.

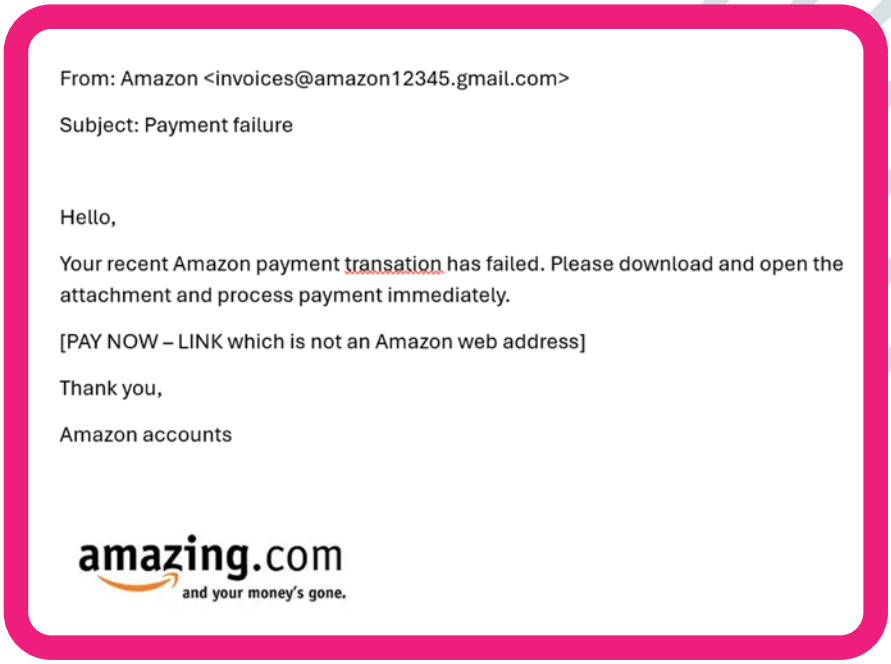
Tip: Never click on links or download attachments from emails you weren't expecting. If you're unsure, contact the company directly using a phone number or website you trust.

These scams are designed to catch you off guard, but the more you know, the easier they are to spot.

Learn the signs

Here's what to look out for:

- Suspicious email domain
- Alarming subject line
- Spelling mistakes
- Incorrect website link
- Incorrect logo



It's normal to feel worried about scams but understanding how to spot and avoid them can help you stay safe online.

Think
Ask yourself, could it be fake? Only criminals with rush or panic you.

Stop
Take a moment to stop and think before parting with money or information.

Seek Advice
If you are unsure, always contact your service provider.

It's always **OK** to double-check. Asking for help is a smart and safe thing to do.

- Stop and don't respond to suspicious messages or calls.
- Talk to someone you trust, a family member, friend, or neighbour.
- Contact your service provider directly to check if something is genuine.

Report scams to the right people:
Forward scam texts to **7726** to report them for free.
Call Action Fraud on **0300 123 2040** or visit **actionfraud.police.uk.**
Forward suspicious emails to **report@phishing.gov.uk**

Digital inclusion events:
Visit our website to find out more about our upcoming digital inclusion drop-in sessions in your area to get your questions answered and become more confident online.

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Website: **www.digital-cheshire.co.uk**
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