




AVOID BEING TARGETED BY FRAUDSTERS WITH OUR TOP TIPS

We're here to help you protect yourself against fraud scams:

- 1** Did you know that fraudsters have been known to look through rubbish for personal information? Always keep your personal documents in a safe place and destroy or shred your unwanted documents if possible
- 2** Fraudsters often make phone calls, send emails or texts pretending to be from companies you're familiar with. Treat unexpected calls, emails or texts as bogus until you can be certain they're genuine. Banks, building societies and other companies such as utility or phone providers will never ask for your PIN, whole card number or password
- 3** Never click on web links in unsolicited emails or enter passwords or sensitive information, even if the email looks genuine. If you're unsure, independently check with the company who has sent the email first
- 4** Moving home can be stressful, but it's really important that you don't forget to re-direct all of your post and update companies that send personal information to you. In particular always update your bank or building society about any changes to your address, name, telephone number or email address
- 5** If you lose your passbook or your cards, or they're stolen, tell your bank or building society straight away.



Most importantly – if you think you've been a victim of fraud or identity theft let us know as soon as possible. The faster you can act, the faster we can act, reducing opportunity for fraudsters. It's better to be safe than sorry.