

## Telephone Scammers

The telephone is yet another way scammers are able to con people out of their hard earned cash. Here are a few pointers in how to combat them.

Telephone scammers will try to pressurise you by saying that the call is urgent or time sensitive, don't believe this.

Put the phone down and do some research about the company they talk about.

If they say call our company number by all means do it but not on the same phone because they can hold the line and pretend to be that company again. Use another phone and call the number that you use for that company or bank, not the one they gave you.

Don't allow emotions get the better of you. Talk to someone at home to get a different perspective.

Don't entertain the call, step back and think. Put the phone down and stop them. You never asked for the call invading your privacy.

If they ask for your details don't give them but do ask for theirs. Ask them lots of questions and waste their time. If you keep them tied up they cannot scam another person and will soon hang up.

Companies and the Government will never call you about a refund. If it's too good to be true it usually is.

Don't let anyone talk you in to installing any program or software onto your computer. Once they do that they can see everything you are doing.

In general, stop trusting people who approach you by phone. Would you trust someone who approached you in the street and asked for your personal or bank details?