

Name:

Help! Scam support

Activity sheet

If you think someone has scammed you, or is trying to scam you, don't worry – there are lots of places you can go for help.

Your bank

They will help with any scams related to banking, such as unusual activity on your bank account. If you receive a suspicious email or text pretending to be from your bank, don't reply to it, and let your bank know.



Your mobile phone company

If you get a spam text, report it directly to your mobile phone company by forwarding the message to **7726**. It's free of charge.



Action Fraud

This is the UK's national centre for fraud and cybercrime. You should use them to report fraud if you have been scammed, or have been a victim of cybercrime, at actionfraud.police.uk



Citizens Advice

This service provides free and fair advice to people when they need it, for problems they are facing. They don't tell anyone else the information you share – visit citizensadvice.org.uk



Glossary

FRAUD: Using dishonest ways to commit a crime to take money or something else valuable from someone.

CYBERCRIME: Criminal activities committed using the internet on computers, phones, tablets, etc.

SPAM: Texts or emails sent to lots of people who haven't asked for them. They are often used to collect information for fraud and cybercrime or to spread computer viruses.

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Read the three stories below, then pick the best places for each person to go for help. You can pick more than one for each. The answers can be found at the bottom of the sheet.



David received an email congratulating him on winning a brand new tablet. It told him that all he had to do was to transfer £20 for postage. He paid the money, but the tablet never arrived. Nobody was answering his emails and there were no other contact details. He realised he had been scammed.

Where to find help:



His bank



His mobile phone company



Action Fraud



Citizens Advice



Where to find help:



His bank



His mobile phone company



Action Fraud



Citizens Advice

While **Vijay** was on his tablet, an advert for free virus software popped up. He didn't have any, so he downloaded it. He then carried on with some online shopping. A week later he noticed money had gone from his bank account for things that he hadn't bought. He wasn't sure what to do next.



Where to find help:



Her bank



Her mobile phone company



Action Fraud



Citizens Advice



Lucy received a text message letting her know she had run out of money in her bank account. It told her to text back her bank details, with her username and password, and they would fix the problem for her.