

# COLD CALLERS



FIRST PRINCIPLE

[norfolk.police.uk/firstprinciple](http://norfolk.police.uk/firstprinciple)  
[suffolk.police.uk/firstprinciple](http://suffolk.police.uk/firstprinciple)

## Top Tips

Always use your door chain and spy hole viewer

Never open your door unless you know who it is

Always ask for identification before opening the door. If in doubt keep them out

Put a sign on your door saying 'No Cold Callers'

PREVENT CRIME

PROTECT COMMUNITIES



**NORFOLK**  
CONSTABULARY  
*Our Priority is You*



**SUFFOLK**  
CONSTABULARY



**Cold calling is the solicitation of business from potential customers who have had no prior contact with the salesperson conducting the call. It is an attempt to convince potential customers to purchase either the salesperson's product or service.**

## How to deal with cold callers

Always use the chain and spy hole viewer on your door to see who is calling. Only open the door if you know the person and always keep the chain on.

- Always ask for identification from unexpected callers and do not let anyone in until you have verified their identity with the company they work for.
- Councils and utilities companies should contact householders by telephone or letter if they plan to carry out repairs. Don't open the door until you have checked their details and ask them to quote your personal account number which is

found on your bills or quote the agreed password. If you are at all suspicious then immediately phone the police.

- Back gates should always be locked with a padlock. A slide bolt is not sufficient on its own.
- Always keep your doors locked
- If you need carers or family to have access then fit an SBD approved key safe on the outside wall near to the front door.
- Please report anything suspicious as soon as possible to the police on 101.

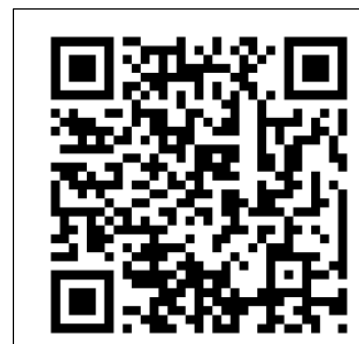
**If you have someone call at your home claiming to be a police officer, ask for sight of a warrant card to check ID before allowing entry. Always use your door chain if you have one. You should always call 101 to verify the officer's identity via their collar number and home station BEFORE allowing entry.**

## First Principle: Related links

Check out all of our Crime Prevention information using the following links or by using the QR code to take you to the First Principle Pages Alternatively go to our website at <https://www.suffolk.police.uk/> and look in the 1<sup>st</sup> Principle A-Z of Crime Prevention.

Allotment Security  
Anti-Social Behaviour  
ATM Security  
Beach Hut Security  
Boat Security  
Building Site Security  
Business Security  
Caravan Security  
Caravan Storage  
Card Security  
Catalytic Converters  
Church Security  
Cold Callers  
Commercial CCTV  
Counterfeit Banknotes  
County Lines Advice  
for Landlords  
Cyber Crime  
Cycle Security  
Dangerous Dogs  
Dog Fouling  
Dog Theft  
Domestic CCTV  
Domestic Violence  
Farm Security  
Fraud Prevention  
Grooming  
Hate Crime

Heating Oil  
Home Improvements  
Home Security  
Home Security for  
Tenants  
Horses and Stables  
Keyless Vehicles  
Key Safe Security  
Lock Snapping  
Mopeds and Scooters  
Motorcycle Security  
Neighbour Disputes  
Occupiers Liability  
Personal Security  
Power Tool Security  
Products Brochure  
Rural Crime  
Security Alarms  
Sheds and Garages  
Social Media  
Social Media for  
Parents  
Suspicious Behaviour  
Shoplifting  
Taxi Driver Safety  
Vehicle Security  
Windows and Doors



### Other Links you might find helpful

Ask the Police  
Secured by Design  
Sold Secure

Crimestoppers  
0800 555 111

Victim Care  
0300 303 3705