

COLD CALLERS



FIRST PRINCIPLE

norfolk.police.uk/firstprinciple
suffolk.police.uk/firstprinciple



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Our Priority is You



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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'**

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

Ask the Police

Official Police Resource. The Ask the Police website provides you with information on a wide range of non-emergency policing matters.

askthe.police.uk

Secured by Design

Official UK Police initiative that combines the principles of 'designing out crime' with physical security.

securedbydesign.com

Sold Secure

Dedicated to reducing the risk of crime by assessment of security products.

<https://www.soldsecure.com/>

Crimestoppers

An independent charity that gives people the power to speak up to stop crime 100% anonymously, by phone 0800 555 111 or online.

<https://crimestoppers-uk.org/>

Victim Support

Covering the whole of Norfolk and Suffolk, a free, confidential support service specifically designed to help victims and witnesses of any crime.

Contact us on:

Phone: 0300 303 3706 (weekdays between 8am-5pm)

Email: nsvictimcare@victimsupport.org.uk

Web: www.nsvictimcare.org

Socials: @nsvictimcare

Call us on 101. Always dial 999 in an emergency

To see the full range of information go to:

suffolk.police.uk/firstprinciple or

norfolk.police.uk/firstprinciple

Or alternatively use your mobile phone to scan this QR code.

