

# COVID19 SCAMS

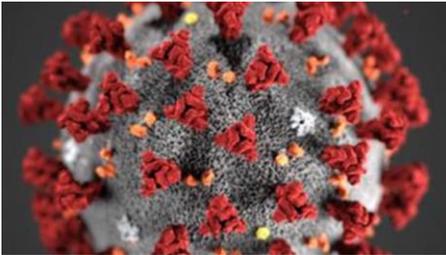
## POLICE ADVICE

Revised 25/03/20



FIRST PRINCIPLE

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



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



**SUFFOLK**  
CONSTABULARY

### Top Tips

- **Watch out for scam messages**
- **Shop safely on line**
- **Keep software up to date**
- **Beware of door to door fraudsters**
- **Watch out for older and vulnerable people**

We are currently in a National emergency and inevitably there will be those in our communities and on line who will try to take advantage of the situation.

Our public services, including the police, will be stretched to the limits.

It is essential that we try to take care of ourselves and look out for others who may be vulnerable. Here are some tips that might help you.

**Many of the reported scams to Action Fraud were made by victims who attempted to purchase protective face masks from fraudulent sellers.**

**There have also been multiple reports about coronavirus-themed phishing emails attempting to trick people into opening malicious attachments or revealing sensitive personal and financial information.**

**One common tactic used by fraudsters is to contact potential victims over email purporting to be from research organisation's affiliated with the Centres for Disease Control and Prevention (CDC) and the World Health Organisation (WHO).**

**They claim to be able to provide the recipient with a list of coronavirus infected people in their area. In order to access this information, the victim needs to click on a link, which leads to a malicious website, or is asked to make a payment in Bitcoin.**

**Reporting numbers are expected to rise as the virus continues to spread across the world.**

### **Watch out for scam messages:**

Don't click on the links or attachments in suspicious emails, and never respond to unsolicited messages and calls that ask for your personal or financial details.

Seek a trusted source like [www.nhs.uk](http://www.nhs.uk) for any health advice and updates.

Suffolk and Norfolk Trading Standards provide a service which you can subscribe to for up to date scam warnings.

The Local Authority is also the place to look for information on Social Care. Visit their relevant websites for more information.

The Government are also giving up to the minute information but make sure the source of the information is genuine before accessing any source of information or clicking on any links. Look out for **GOV.UK**. Make sure emails from government sources end with **.gov.uk**.

### **Shopping online:**

If you're making a purchase from a company or person you don't know and trust, carry out some research first, and ask a friend or family member for advice before completing the purchase.

If you decide to go ahead with the purchase, use a credit card if you have one, as most major credit card providers insure online purchases.

For more information on how to shop online safely, please visit:

<https://www.actionfraud.police.uk/shoponline-safely>

### **Protect your devices from the latest threats:**

Always install the latest software and app updates to protect your devices from the latest threats. For information on how to update your devices, please visit:

<https://www.ncsc.gov.uk/guidance/securing-your-devices>

### **Door to Door Fraudsters**

**Although most of us are subject to restrictions on our movement, you should still be wary of people calling at your door should this situation arise.**

Treat all cold callers with extreme caution. Do not give to charities at the door in any circumstances.

- Always use the chain and 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 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. See our separate advice on using a Keysafe safely in the 1<sup>st</sup> Principle Library on our website.

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.**

## Watch out for older and vulnerable people

Many people in our community will be on their own and they may be frightened. If you have close neighbours who you think might be in this situation then consider offering to help them. Just having someone asking if they are ok might be enough to make them feel they are being looked after.

**This should only be done in compliance with government guidance on contact and movement. Perhaps a phone call or a conversation over the fence.**

Warn them against scams and opening the door to anyone they don't recognise. Perhaps consider giving them your phone no. so they can ask for advice if faced with a potential fraud situation.

Advise them to put a note on the door to say No Cold Callers. Even a hand-written note will do for the time being.

If they use a computer tell them that this advice is on the police website. Also consider offering them your email address they can contact you.

If you suspect that someone has been the victim of a scam or a fraudster, report it to Action Fraud immediately.

If you see suspicious behaviour in your neighbourhood, follow the 1<sup>st</sup> Principle guidance on how to report suspicious behaviour.

## Coronavirus (COVID-19) information: how to stay safe

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

# 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](https://askthe.police.uk)

### Secured by Design

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

[securedbydesign.com](https://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/>

### Norfolk and Suffolk Victim Care

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

<https://www.nsvictimcare.org/#>

Contact us on: 0300 303 3706  
(weekdays between 8am-5pm)  
Out of hours 0808 16 89 111

Alternatively, if you would like to access help online you can use this link: <https://www.victimsupport.org.uk/help-and-support/get-help/request-support>

**Call us on 101. Always dial 999 in an emergency**

**To see the full range of information go to:**

[Suffolk First Principle](#) or

[Norfolk First Principle](#)

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

