

Anyone can be scammed.

Any time.  
Anywhere.



8 fake phone calls are made every second...

#### What is a scam?

A scam is a scheme to try to steal money, personal information or data from a person or organisation.

#### What is the situation locally?

Citizens Advice East Herts carried out a survey in the local area to determine the effect of scams on local residents. The results showed that:

- 62% of people surveyed had been targeted by a scam, or knew someone who had been.
- Of those who reported being targeted by scams, 58% received the scams via email, and 45% via telephone.
- 50% of the people who reported being targeted by telephone were aged 60+.
- In the local area, examples of financial loss from scams ranged from hundreds to tens of thousands of pounds.

According to our statistics, the most common type of scam in the area is **by email**.

## Local Scams: Recent Fraud in Hertfordshire

According to Neighbourhood Watch here are some current scams being reported across Hertfordshire:

“Letters regarding Direct Debit payment for TV Licences are being sent around. The letter gives ‘your’ TV licence reference number and says there has been a problem with your payments. It asks you to contact the person on the letter and let them know your bank details to get your payments back on track. **This is a scam.**”

You receive a phone call from HM Inspector of Taxes. They say that you are being investigated and there is an arrest warrant in your name. The number that has called may be displayed as 0300 200 3300, which is a genuine HMRC enquiries phone number. **This is a scam.**

## Think you're being scammed?

If you are not sure, **HANG UP** the phone.

**TAKE** control. Don't give them **ANY** personal information. Tell them you will ring back – not the other way around.

If you think you're scammed whilst online, do **NOT** open online banking whilst in the same browser - use **ANOTHER** device to log into personal accounts, like bank or email.

**Worried you've been scammed? Get help from:**

**Citizens Advice Consumer Line:**

03454 04 05 06

**Adviceline:** 03444 111 444

**Visit us online at:**

[www.citizensadviceeastherts.org.uk](http://www.citizensadviceeastherts.org.uk)

**Action Fraud:** 0300 123 2040 or

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)