

# Scam Awareness

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# What do we do?

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- Prevent scams by raising awareness
- Safeguard vulnerable residents from scams
- Support scam victims
- Support Trading Standards Investigations Team
- Work in partnership with other organisations e.g. TVP



# Why?

- Credit card, identity and cyber fraud £190bn per year
- Cost to businesses £140 bn per year
- Cost to public sector £31 - 48 bn per year
- Increased number of victims supported during pandemic by 26%
- Organised crime group including terrorism
- **You are 8x more likely to be scammed than to be burgled**



# Latest scams

User ID ( [REDACTED]@hotmail.co.uk),

Thanks again for joining Amazon-Music. Your free 12-months trial has ended, and you'll be charged £28.99/month starting today.

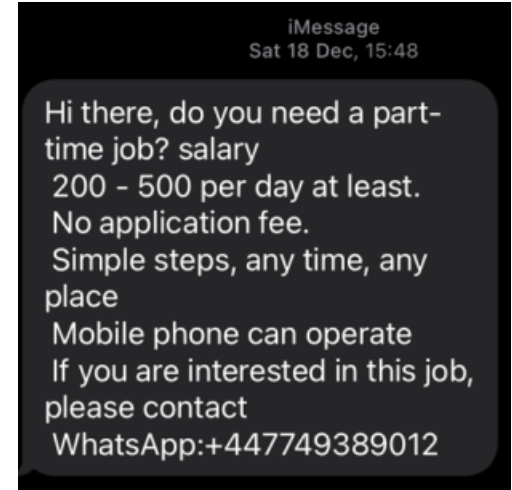
## Order details

Order number: 9424171  
Receipt date: 2020-07-04

Title	Price
Amazon-Music - Subscription	£25.29
Paid with: ****-****-****-****	Total £28.99 (Includes VAT £3.7)

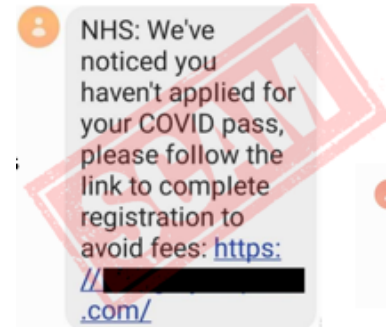
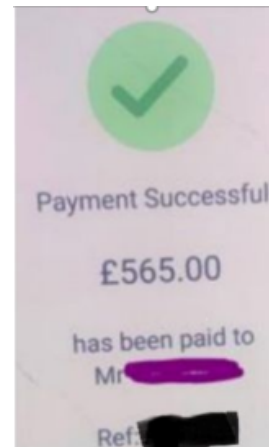
For details about your subscription, visit Manage Subscriptions on your account.

If you do not want to continue your subscription to Amazon-Music, please go to [Subscription Cancellation & Refund](#) in your account.



Text Message  
Today 17:16

A new device has been registered. If this was NOT done by you please visit: <https://canceldevice-verification.com> to cancel this.



# Safeguard against scams

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1

Never disclose  
security details

2

Don't assume  
everyone is genuine

3

Don't be rushed

4

Listen to your instincts

5

Stay in control



# TrueCall

- Protect from nuisance and scam calls
- Extra safety for vulnerable users
- Part of phone
- Separate unit

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trueCall<sup>™</sup>  
STOPS NUISANCE CALLS

Are you worried about nuisance phone calls?

Many of these calls are scams that aim to con people out of money. Unfortunately they're on the increase but a trueCall device will block nuisance and unwanted calls



# Doorbell Camera

- Average loss before camera installed £18,300 (highest loss £234,650)
- Average age recipient 75 years old (youngest 27 yrs, oldest 101 yrs)
- Improvement in wellbeing by 18.3%
- 60% increase in confidence in answering the door
- Cost benefit ratio – every £1 spent, saves £39
- Funding potential



# Sticker packs





**Any questions?  
Any help required?  
Can you help us?**

