



# Be on guard against Coronavirus scams

**Criminals are using the Coronavirus outbreak to con people and steal their money. Please follow this important advice to help you stay safe.**

## Doorstep crime

Fraudsters are knocking on residents' doors and:

- pretending to be from organisations like the National Health Service to sell fake Coronavirus testing kits or vaccinations
- offering to go shopping for the resident in order to steal their cash or bank card
- selling high demand household items at hugely inflated prices

**Don't deal with doorstep callers. For your own safety and wellbeing, don't open the door and don't let them into your house.**

## Online (computer) crime

Fraudsters are sending emails pretending to be from organisations such as the NHS, banks, computer services and Government departments like HM Revenue and Customs. This is to try to get the recipient to reveal confidential information like bank details and computer passwords by clicking on a link in the email or opening an attachment. They use this information to try to steal money from the person's account.

These emails take many forms, including offers of medical advice and tax rebates and fake security warnings claiming there has been a suspicious attempt to log onto the recipient's computer.

**Don't give them any information and NEVER click on a link or open an attachment in an unsolicited email.**



## Telephone crime

Fraudsters have been telephoning and texting people posing as organisations like HM Revenue and Customs, banks and charities to try to get the recipient's bank details and computer or banking passwords.

**Don't give them any information - end the call straight away.**



## Remember –

- Genuine organisations will never contact you in any of the above ways and ask for this information
- Only criminals will try to rush or pressure you – say no
- Genuine organisations, including your bank and the police, will NEVER ask you to transfer money or move it to a safe account

**Turn over for details of who to contact if you are worried about a scam.**

## If you are worried, tell someone straight away:

- A family member, friend or neighbour you can trust
- Hartlepool Trading Standards – call **01429 523362**
- and if you have doorstep crime concerns, call the police on **101**

If you're self-isolating or can't leave your house for other reasons, you can also call the new Hartlepool Support Hub for help on **01429 272905** (10am-4pm Mondays to Fridays and 10am-12 noon Saturdays) or email [helping@hartlepool.gov.uk](mailto:helping@hartlepool.gov.uk)



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[www.hartlepool.gov.uk/coronavirus](http://www.hartlepool.gov.uk/coronavirus)