

## EAST SUSSEX AGAINST SCAMS PARTNERSHIP (ESASP) – SCAMS CONTACT DETAILS

Consumers lose £5-£10 billion to scams each year. Don't add to this staggering figure, take a stand!

Top 10 Tips to take a stand against Scam's

- Say NO. To unwanted, uninvited callers.
- Be wise to rogue traders. Too good to be true offers, probably are.
- Don't feel pressured to make a decision. Say 'No', or say you need advice first.
- Be wise to postal scams. No legal company will ask for money to claim a prize.
- Keep personal details safe. They could be used fraudulently in the wrong hands.
- Research the credentials of the company. Be certain they're not bogus.
- Be online savvy. Check who you are communicating with online
- Talk to someone you can trust. If you're suspicious.
- Report a scam. Help expose criminals.
- Know you are not alone. Anyone can be a victim, report it and get the right support.

### Scam Alerts – sign up to get the latest information

National: <https://www.friendsagainstscams.org.uk/article.php?xArt=48>

East Sussex: <http://www.actionfraud.police.uk/signup>

### East Sussex useful contact numbers

For support and advice on scams (eg rogue traders, romance scams, scam mail, telephone calls, text messages, emails), call Citizens Advice on **0345 40 40 506**

If you are concerned about financial abuse speak to Health and Social Care Connect on **0345 60 80 191**

For a non-emergency response (if you have been a victim of a fraud/scam), call Sussex Police on **101**

If you have been affected by crime, get emotional and practical help from Victim Support on **0808 168 9274**

To report a fraud, or suspected fraud, and share information to help stop others from becoming victims, call Action Fraud **0300 123 2040**

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### Scam telephone calls – useful contact details

**BT Call Protect** – free service (if you have caller ID display): <http://home.bt.com/tech-gadgets/phones-tablets/bt-call-protect-why-bts-free-service-can-help-you-banish-nuisance-calls-11364136279611>

**Telephone Preference Service** – free opt out service enabling you to record your preference on the official register and not receive unsolicited sales or marketing calls. Either register via 0345 070 0707 or visit [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

### Scam mail – useful contact details

**Mailing Preference Service (MPS)** – register to stop receiving advertising material that's addressed to you personally (unfortunately service is limited to UK organisations). Either register online at: <https://www.mpsonline.org.uk/>), or ring 020 7291 3310, or email [mps@dma.org.uk](mailto:mps@dma.org.uk). You can't register if you have a PO box or business address, or if you live in Ireland. After registering, it can take up to 4 months for the service to be fully effective.

**Royal Mail** – Opt out of getting **unaddressed** junk mail within 6 weeks (mail addressed to The Occupier will still be delivered). Write to: Freepost ROYAL MAIL CUSTOMER SERVICES; or ring 0345 266 0858, or email: [optout@royalmail.com](mailto:optout@royalmail.com). Lasts 2 years.

If you receive written correspondence you believe to be from fraudsters, you can forward it to **Royal Mail** with a covering letter to: Freepost Scam Mail, PO Box 797, Exeter EX1 9UN. You can also email [scam.mail@royalmail.com](mailto:scam.mail@royalmail.com) or call 0345 611 3413.

**Royal Mail** – get mail redirected. Either visit <https://www.royalmail.com/personal/receiving-mail/redirection>, ring 0345 774 0740 or text 0345 600 0606.

### Scam emails – where to forward

Received a scam or phishing email? 1<sup>st</sup> step: report it to the internet service provider (ISP) used to send you the email. Once reported, the ISP can close the account that sent the email. **Gmail** has a 'Report spam' button, **Hotmail** has a 'Report phishing' button.

Emails originating from other organisations:  
*Open new email, forward on suspicious email, delete original*

Amazon: [stop-spoofing@amazon.com](mailto:stop-spoofing@amazon.com)  
BT: [phishing@bt.com](mailto:phishing@bt.com)  
Ebay: [spoofer@ebay.co.uk](mailto:spoofer@ebay.co.uk)  
HMRC: [phishing@hmrc.gsi.gov.uk](mailto:phishing@hmrc.gsi.gov.uk)  
Yahoo: [abuse@yahoo.com](mailto:abuse@yahoo.com)

Alternatively, send to: [NFIBPhishing@city-of-london.pnn.police.uk](mailto:NFIBPhishing@city-of-london.pnn.police.uk) who will review.

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### Reporting premium rate phone scams

If you want to complain about or report a premium-rate telephone service scam, contact Phone-paid Services Authority (PSA), the official UK regulator for content, goods and services, charged to a phone bill. Call PSA free from a landline on **0300 303 0020** or visit <http://psauthority.org.uk/>.

### Mobile phone unsolicited sales & marketing calls – opt out

Contact TPS by texting TPS and email address to 85095 (text-to-register service, add number to UK's official 'do not call' database. Takes up to 28 days to become effective.