

I appreciate these are difficult times and the attention of the nation maybe not looking in the direction of fraud. However, it is in these times that fraudsters look to exploit vulnerability and as more and more people self-isolate then vulnerability will increase. I have attached a number of useful links that people can follow for advice

Postal fraud - https://personal.help.royalmail.com/app/answers/detail/a_id/303/~/-how-to-report-scam-mail

Cyber enabled fraud

- <https://www.met.police.uk/SysSiteAssets/media/downloads/central/advice/fraud/met/little-book-of-cyber-scams-2.0.pdf>

Romance Fraud - <https://www.actionfraud.police.uk/a-z-of-fraud/dating-fraud>

National Crime Agency –Cyber Prevention - <https://www.nationalcrimeagency.gov.uk/what-we-do/crime-threats/cyber-crime>

Action Fraud –Cyber Prevention and types of cyber fraud - <https://www.actionfraud.police.uk/a-z-of-fraud-category/cyber-fraud>

For any family members who use the internet it may be an idea to look at the final two web links below, you can check how secure your passwords are and if your e-mail has been breached by clicking on the appropriate links:

Check your details: -

e-mail <https://haveibeenpwned.com/>

Passwords <https://howsecureismypassword.net/>

I have included some information about land line call blockers, the information may come in useful for friends or those who have elderly relatives. I am unable to endorse the call blocking apps for mobile phones. That said most do a decent job, the free ones may have ads that could be annoying to some people. Most , if not all modern mobile phones have built in call blocking software.

Below is a link that features information on call blocking apps for Android and Apple mobiles, the link below this one is official advice from Apple.

<https://famisafe.wondershare.com/blocker/best-call-blocker-apps.html>

<https://support.apple.com/en-us/HT207099#>

Dealing with unwanted calls on a landline has become much easier. Anyone receiving unsolicited calls via their home phone to contact their telephone provider and ask them if they provide a free call blocking service, BT, Talk Talk, Plus Net, EE and Sky all provide a call blocking service that can prevent unwanted calls reaching vulnerable people. Alternatively call blocking devices and replacement telephones with call blocking software pre-installed are available to purchase:

PLEASE NOTE, IF A FRAUDSTER USES SPOOFING SOFTWARE TO GIVE THE APPEARANCE OF A TRUSTED NUMBER (SUCH AS A BANK) IT WILL BY PASS ANY CALL BLOCKER IF THAT NUMBER HAS BEEN ACCEPTED PREVIOUSLEY. If you receive a call from your bank, leave it for 10 mins, call them back on a different phone and ask them if they have rang you.

Further advice on call blocking products can be found on the links below.

BT have a free call blocking service called 'Call Protect', details on this link:

- <http://home.bt.com/tech-gadgets/phones-tablets/bt-call-protect-free-service-crackdown-nuisance-calls-11364136279348>

Sky have their own free version - <https://www.sky.com/shop/broadband-talk/talk-shield/>

Talk Talk also provide a free service - <https://www.talktalk.co.uk/shop/security/callsafe>

EE - <https://ee.co.uk/help/help-new/billing-usage-and-top-up/track-and-manage-your-usage/how-can-i-manage-call-barring-to-block-or-unblock-calls>

PlusNet- <https://www.plus.net/home-broadband/plusnet-call-protect/>

<https://www.truecall.co.uk/> - perhaps the best (but expensive) option, once installed it sits in the background, the user does not have to do anything, ideal for vulnerable adults with mental health/dementia related illness. You could use this link which explains how to use the unit in each mode via social media.

<https://www.truecall.co.uk/product-p/tcs.htm>

This is a cheaper call blocking option - https://www.amazon.co.uk/BT-Advanced-Blocker-Corded-Telephone-White-x/dp/B01A953YIK/ref=sr_1_1?s=electronics&ie=UTF8&qid=1542119962&sr=1-1&keywords=BT+Decor+2600+Corded+Phone+with+Advanced+Call+Blocker

Finally, for anyone with children, lone workers see attached, this featured on national TV yesterday and it looks great, could be used by all?.

<https://hollieguard.com/>