NHS test and trace Scams – how to stay safe

Unfortunately, criminals will exploit every opportunity they can to defraud innocent people of their money, or steal their personal details.

This government service is extremely important in the fight against coronavirus and it's vital the public get on board with it. However, we understand the concerns people have about the opportunity for criminals to commit scams and we are aware from media reports that some scam texts are already in circulation.

It's important to remember that NHS Test and Trace will **never** ask you for financial details, PINs or passwords. They will also never visit your home.

Contact tracers will never:

- Ask you to dial a premium rate number to speak to us
  (for example, those starting 09 or 087).
- Ask you to make any form of payment.
- Ask for any details about your bank account.
- Ask for your social media identities or login details, or those of your contacts.
- Ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone.
- Ask you to purchase a product.
- Ask you to download any software to your device or ask you to hand over control of your PC, smartphone or tablet.
- Ask you to access any website that does not belong to the Government or NHS.

Whilst it is possible for criminals to fake official phone numbers, they cannot fake official website addresses. We would encourage anyone with concerns about a phone call, text message or email they have received, in relation to Test and Trace, to check the website address being provided to you carefully.

If possible, type the official address, which will be https://contact-tracing.phe.gov.uk followed by unique characters given to you, directly into your browser.

If you think you have been sent a scam message, please report it to Action Fraud on **0300 123 2040** or via https://www.actionfraud.police.uk/

Useful websites:
https://cyberaware.gov.uk/
https://www.friendsagainstscams.org.uk
https://takefive-stopfraud.org.uk
https://www.met.police.uk/littlemedia

ActionFraud
National Fraud & Cyber Crime Reporting Centre
0300 123 2040