

# Be Scam Aware

Contact Citizens Advice  
for scams advice online at  
[citizensadvice.org.uk/  
scamsadvice](https://citizensadvice.org.uk/scamsadvice)  
or on **0808 223 1133**



**#ScamAware**

**ctsi** Chartered Trading  
Standards Institute

**NATIONAL  
TRADING  
STANDARDS**  
Protecting Consumers  
Safeguarding Businesses



Department for  
Business & Trade

**citizens  
advice**

## Something might be a scam if:

- It seems too good to be true, like you've won a competition you don't remember entering, or a "get rich quick" investment opportunity
- It's unexpected, such as someone you don't know getting in touch or getting a message about a parcel delivery you're not expecting
- You've been asked for personal information like passwords or your bank details
- You're being urged to respond or pay quickly
- You've been asked to pay in an unusual way, for example by gift vouchers or a transfer service
- You are being asked to pay for a product or service before receiving written confirmation of what's been agreed

**Remember: If someone pressures you to send money or personal details, it's most likely a scam.** Never give money or personal details, like passwords or bank details, to anyone you don't know or have only met online.

If you think someone might be trying to scam you, take the time to get advice. You can contact the Citizens Advice consumer service for help with what to do next, and report scams or suspected scams to Action Fraud on **0300 123 2040**.