

# Coronavirus Scams

Here are some examples of possible scams and the actions you can take to protect yourself.

## Doorstep Scams

Criminals may use the concern around coronavirus to impersonate healthcare workers, helpful volunteers or police.

They may be:

- Offering home-testing for the virus, prescription medication deliveries or treatments/cures for the virus
- Offering to purchase shopping on your behalf
- Home cleaning services
- Attempting to gain access to your home or to distract you while an accomplice tries to gain access

## What to do - Doorstep Scams

- DO keep front and back doors locked, even when you are home
- DO ask them to wait on the doorstep while you verify their identity lock the door and call the organisation they claim to be from on a trusted number, not one that the visitor has provided
- If you have any doubts, DO ask them to leave and DO report to the police
- If you are not sure, don't open the door

## Phone Scams

- Criminals may call impersonating a family member being treated for the virus or a healthcare worker offering treatments or requesting payments.
- They may also text or call, impersonating government agencies, such as HMRC or the DWP, in order to offer money or request details.
- There are also unofficial Coronavirus Update apps being spread via websites which contain malicious software.

## What to do - Phone Scams

- DO hang up the phone, wait five minutes and call back on a trusted number
- DO remember the police, the NHS or your bank will never ask you to transfer money or ask for your PIN number
- DO take your time, criminals will try to rush you, a genuine caller will wait for you to contact them on your terms
- DO report and delete any suspicious texts immediately
- DO only install apps through the Apple Store or the Android Play Store.

# Online Scams

- There are phishing emails attempting to get people to open malicious attachments, links or to gain personal or financial information. They may claim to be a genuine organisation such as the NHS or the World Health Organisation.
- Criminals are also taking advantage of the high demand for goods. They create fraudulent websites, set up false accounts on online marketplace platforms or use social media accounts to pretend to sell and deliver goods. They may use the name of genuine companies to gain trust but will take the payment and not deliver goods or charge extortionate prices and/or send fake products.

## What to do - Online Scams

- DO avoid any links or attachments in emails
  - DO take time to check emails are from a legitimate source
  - DO report and delete any suspicious emails immediately
  - DO only purchase goods online from reputable trusted retailers and use a credit card where possible
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- **Coronavirus Scams Reporting and Advice**
  - However, to report a scam, contact **Action Fraud** on **0300 123 2040** and for advice contact the **Citizens Advice Consumer Helpline** on **0808 223 1133**.
  - To read the government's advice on the coronavirus, [click here](#).
  - To read the NHS's advice on the coronavirus, [click here](#).
  - For further information regarding coronavirus scams, read our scam alert [here](#).