**General advice to avoid scams:**

* [Never give bank account details, passwords or personal information to someone you don't know - this includes over the internet](https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/)
* [Don't call a premium rate 090 number](https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/)
* [If you receive an email claiming to be from your bank, don't click on any links or reply to the email.  Go to the bank's website or a previous bill to contact them from those details instead](https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/)
* [Take your time – don't reply straight away to an offer, no matter how much pressure there is to 'act now or miss out'. Get advice from a friend or family member, or talk to a solicitor or financial advisor if large amounts of money are involved](https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/)
* [Be sceptical – don't trust anyone who says you've won some money or a prize](https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/)
* [Opt out using the Mailing Preference Service to reduce unsolicited mail and register with the Telephone Preference Service to prevent unwanted phone calls](https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/)
* [Ask Royal Mail to redirect your post to a friend or relative. .](https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/)
* [Always bear in mind that if something sounds too good to be true, it probably is](https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/)
* [Context is very important - no matter how friendly or convincing a person might appear, always bear in mind that you may have only just met them/may not know their true identity (especially if online)](https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/)

 **Organisations:**

**Action Fraud**
If you think you have been a victim of a scam and would like further information you can contact Action Fraud on 0300 123 2040, [www.actionfraud.police.uk](http://www.actionfraud.police.uk))

**Police**
Contact the police immediately by calling 101 if:

* the scammer is in your area
* you've transferred money to the scammer in the last 24 hours

If you feel threatened or unsafe call 999.

**Citizen’s Advice Bureau**You can contact an adviser through their national phone service, Adviceline:
Adviceline: 03444 111 444
Text relay: 03444 111 445

Read their information [online](https://www.citizensadvice.org.uk/consumer/scams/get-help-with-online-scams/) or contact their Scams Action Adviser on 0808 250 5050 if you:

* think you might have found an online scam
* need advice about scams
* want to report an online scam

If you are worried that you or someone you know is at risk of abuse or neglect you can speak with:

**Age UK**
Call their advice Line (8am –7pm 7 days a week) on 0800 678 1174 or contact@ageuk.uk

**The Silver Line**
The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year. Call them on 0800 470 8090

**Action on Elder Abuse**
This helpline not only provides direct advice and help to people who may be in danger of experiencing abuse but they also provide unique information on the nature, circumstances and dynamics of elder abuse. Call their helpline (Monday to Friday, 9am to 5pm) on 0808 808 8141

**Adult Social Care**
Find out about adult social care available through your local council at [www.nhs.uk/service-search/other-services/](http://www.nhs.uk/service-search/other-services/)

**Your GP** or other NHS health providers