

# Martin's top 5 tips on staying safe online



**1** First and foremost if at all unsure, don't proceed. Hang up the call or dispose of the letter or email. Never ring a number that is given to you unless you are certain of its origins and if you are still in doubt, go to a branch or contact the organisation directly through a method you have instigated.

**2** Never give out any security details such as passwords or pins. If someone calls you they should be verifying your identity. It is only if you ring a business such as your bank or energy supplier where you may have to supply date of birth or address. (The responsibility to verify yourself is always on the one who makes the call)

**3** Often if something is too good to be true it often is. You will never win money on something that you have never entered and as a result never hand over money on the promise of something in return. Any hand over of money is either a direct sale, a gift or gambling. If you don't receive something guaranteed in return it is not a sale and is either a gamble or gift and you can't expect to see your money return.

**4** Invest in a call blocker to prevent nuisance and scam calls. These blocks are available through a variety of sources and BT has a service called BT call guardian. You can also make sure you are registered with TPS, the telephone preference service to ensure you don't receive sales calls (TPS does not prevent market research calls and therefore you may still receive calls asking for your opinion on services so organisations can improve their service)

**5** Seek further support. Take as many details as you can to citizens advice, trading standards or even the police if you feel at all unsure about what it is you're receiving. Scams are criminal as there is a close crossover to fraud. They can then action it to ensure how genuine the document or company is. For more information see: [www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)



## Need advice about how to use your computer, smart phone or tablet?

Contact Martin, our Digital Inclusion Officer on 07913 635508 for some 1 to 1 sessions. The sessions will build your confidence and support you in your first steps towards understanding technology. His advice is helpful and free. Martin can visit you in the comfort of your own home or in any community venue near you.