

scam

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Service Provider Scams

spotlight on...



Scam calls where the caller poses as staff from service providers such as SKY, Virgin Media, TalkTalk or BT.

The aim of these calls is to obtain your personal and banking information and, in some cases, to gain remote access to your computer.

Common Scams



Your broadband is going to be disconnected due to suspicious activity on your account. Press 1 to speak to an advisor...

We have discovered a problem with your internet connection. Visit this website and download software which will allow us to access your computer remotely to perform tests and fix the connection...








Your set top box is due to be replaced. Please confirm your address and provide your bank details so that a new box can be sent out...



I'm calling about the issues you've been having with your router. Download this app to your mobile phone so that I can check your broadband speed. I might need to order a new router - please provide your bank details...



Avoid Service Provider Scams

-  **Don't give a cold caller any personal information or bank details, even if they have some details already**
If you are unsure about the identity of a cold caller, hang up and contact the company using details found on their official website or on a recent statement/bill
-  **Be suspicious if a cold caller asks you to act urgently to avoid having your internet access cut off or losing access to your account**
Only criminals will try to rush or panic you - don't feel guilty about refusing or ignoring requests if you are not sure about the caller's identity
-  **Don't follow instructions given in an automated call**
If you press 1 you may be put through to a scammer who will ask for your personal details
-  **Never follow instructions from an unsolicited caller to download an app or software which would allow them to access your device remotely**
This could allow them access to any personal and banking details stored on the device
-  **Report service provider scams**
Report all scams to **Advice Direct Scotland** on 0808 164 6000 or via **scamwatch.scot**
If you're worried that you have given a scammer access to your computer and that your details have been hacked, contact your bank immediately - they may be able to stop the money leaving your account. You should also report it to **Police Scotland on 101**.

Find out more:

www.tsscot.co.uk/scamshare

