

Maude and Scram

Grandma & Grandad's House

Fact Sheet

Cold Callers



KEY LEARNING POINTS

Fraudsters sound extremely professional and will do all they can to convince you that their call is genuine. Be aware of unexpected phone calls, especially when they ask for your personal or financial details.

Never give out your personal details or bank details (especially PIN numbers) to ANYONE who calls you, no matter who they claim to be, or where they claim to be from.

Throughout this video there are several learning points to think about and discuss. We must look after our digital footprint.

Grandad did not recognise the number that was calling him.

Some phones have caller ID – where the number of the person calling is displayed. Although it's a useful way of screening numbers, it's not a reliable way of checking who is on the other end of the line. Fraudsters can change the ID displayed on the phone which is called Spoofing.

!Remember you don't have to be polite to fraudsters. It's ok to put the phone down. Just hang up!

Criminals may already have some information about you, such as your name or address. Do not assume that a call is genuine just because they have some of these details or because they claim to represent a legitimate organisation, or if pretend to be a person that you know.

NEVER feel pressured into making a quick response; fraudsters will sometimes try to hurry you into acting quickly or making a decision without having time to think.

A genuine organisation will always give you the time you need to make an informed decision. If you are suspicious about a call, or just unsure, **hang up** and talk to someone you trust about the call.

If called on a landline, don't attempt to use the line for at least an hour as the fraudster may keep the line open, (use a mobile or another line if you wish to call someone).
Always stay calm and hang up.



Now you know the key learning points can you help the children answer the following questions?



What should you do if an unknown number calls your phone?

- Listen for any unknown background noises or other people's voices
- Check if they are asking for a large amount of money or personal details
- Copy the phone number and paste into an internet search to see where it has come from
- Put your social media accounts on private

Why would Scram say, be careful what you do with your phone?

- Always be careful when answering numbers that you do not know. Always think fraud. Some strangers may not be who they say they are.
- Always stop, think and check.

What should you say if someone asks for a password or personal details?

- **Never** give details out, especially bank card details to a stranger on the phone, no matter who they say they are. It could be fraud.
- Hang up the call. Always tell an adult and ask advice.
- Nobody will call you and ask you to give details about yourself, your bank, your passwords or ask you for money.

Why is it important to keep your details safe?

- Criminals can easily find out personal information which could potentially give them access to bank/card details, home addresses, passwords, contact numbers which they can then use to commit fraud.
- Never send cash in a taxi or via courier. Never send bank cards anywhere, always keep them with you.
- **IF you receive a call unexpectedly, don't be afraid to hang up and ring back on a number you trust, to see if it is a genuine call.**
- Fraudsters can use all personal information and financial information to commit fraud. They might try and take all your money!



Find out more about Maude and Scram here

