

KEEP SAFE FROM FINANCIAL ABUSE

ALWAYS CHECK

Most people mean well and aim to help people. The City and Hackney Safeguarding Adults Board promotes kind communities. However some people, even friends and family, can take advantage of you, so... ask a person you trust or official person to advise you.



Struggling to manage your money?
Call the **Money Advice Service** on
0800 138 7777.

Need help with consumer issues?
Call the **Citizens Advice Consumer Service** on **0345 404 0506**.

If you are a person who is vulnerable and you have been financially abused or abused in any way, Report it!
City Residents call **020 7332 1224** or
Hackney Residents call **020 8356 5782**.

If a crime has been committed, in an emergency call **999**, otherwise call **101**.
Call **Crimestoppers** on **0800 555 111**.

If someone scams you out of your money, assets or property
call **Action Fraud** on **0300 123 2040**.



ALWAYS CHECK!

- Don't give your pin number, bank card or personal details, in person or on the phone. End the call, wait a few minutes and ring your bank. **CHECK THEM OUT**. If you want to protect yourself, talk to your bank
- Never hand over, send money or sign anything. **CHECK IT OUT** first
- Don't answer emails from people you don't know and don't click on any links in the emails. Tell someone who knows about email scams to **CHECK THEM OUT**
- If someone from a utility company, (i.e. water, gas and electric), knocks on your door, shut the door and ring the company to **CHECK THEM OUT**. Make sure you have a door chain. If you want to protect yourself, talk to your utility company
- If someone tries to sell you something at your front door, ask them to leave a card. **CHECK THEM OUT**
- Never let strangers into your home, when you are alone, however desperate they say they are. Call your family, neighbours or the police for advice. **CHECK IT OUT**
- Never make changes to your pension or property arrangements on someone's say so! **CHECK IT OUT** – get independent advice.
- Don't believe letters or calls saying that you have won money or expensive items – unless you entered a genuine draw or lottery. Don't be frightened by threatening calls or letters. **CHECK THEM OUT**.
- Use **Mail Preference Service 020 7291 3310** to stop receiving mail you didn't ask for. Use **Telephone Preference Service 0345 070 0707** to stop receiving calls you didn't ask for
- Don't take loans from non-authorized people or firms! **CHECK THEM OUT**. Report them to **Stop Loan Sharks 0300 555 222**