

## WhatsApp Scam Who is really contacting you?

Alert 3.4

24 November 2021

**Bromley Trading Standards** is joining WhatsApp, National Trading Standards Friends Against Scams and Scambassador Joel Dommett, in calling on the public to **STOP. THINK. CALL.** before they respond to a suspicious or unusual WhatsApp or text message.

Scammers pretending to be someone you know may contact you in an attempt to get you to share personal information or transfer money.

- **STOP:** Take Five before you respond. Make sure your WhatsApp two-step verification is switched on to protect your account; that you're happy with your privacy settings; and your six-digit pin is secure.
- **THINK:** Does this request make sense? Are they asking you to share a PIN code that they have had sent to you? Are they asking for money? Remember that scammers prey on people's kindness, trust and willingness to help.
- **CALL:** Verify that it really is your friend or family member by calling them directly, or asking them to share a voice note. Only when you're 100% sure the request is from someone you know and trust, should you consider it. If it turns out to be untrue, report it to Action Fraud.



**REPORT** - Protect others by reporting incidents.

If you or anyone you know have been affected by fraud or any scam report it to Action Fraud by calling 0300 123 2040 or visiting [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

If you have given out your bank details, contact your bank as soon as possible.

Contact Citizens Advice for help and advice about scams on **0808 223 1133**