

Assistance Alarms Don't deal with cold callers

Alert 5.0

5th July 2022

Bromley Trading Standards is again warning about unexpected telephone calls - in this case where the caller using a UK landline number is asking questions about a type of personal alarm.

If you receive such a call: HANG UP immediately – *before* the caller can engage you.

Staying on the line risks revealing your personal details, as well as in some way paying for a device that we would instead advise that you or your relatives, friends, and neighbours research and then source in your own time:

The NHS, Which? and Age UK give information at:

[Personal alarms, security systems \(telecare\) and key safes - NHS \(www.nhs.uk\)](http://www.nhs.uk).

[Personal alarms for the elderly at home - Which?](#)

[Personal Alarm Service for the elderly | Age UK](#)

Report – protect others by reporting incidents

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

< Report scams to Action Fraud on 0300 123 2040 or www.actionfraud.police.uk

< If you have given your bank details call 159 to speak directly to your bank [159](#)
— [Stop Scams UK](#)