



Lewes District Citizens Advice

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What should you do if you think that something is a scam?

Unfortunately, we've seen an increase in scams since the beginning of the pandemic. Here are some steps you can take to help protect yourself, friends and family.

Currently common scams we're seeing are about bogus testing kits, coronavirus vaccinations and government refunds or fines. Check messages coming from unusual email addresses or phone numbers, and don't click on any links. Remember, coronavirus tests and vaccinations are provided free by the NHS.

Other scam warning signs are:

- You suspect you're not dealing with a real company e.g., if there's no postal address
- You've been asked to transfer money quickly or to pay in an unusual way e.g., by iTunes vouchers or through a transfer service like MoneyGram or Western Union
- You've been asked to give away personal information e.g., passwords or PINs
- You haven't had written confirmation of what's been agreed

If you think something is a scam you should hang up the phone, close the website, or shut the front door. Never feel pressured to make a decision straight away, don't give out personal details or money unless you're certain that you trust that person. If you feel threatened or unsafe you can ring 999.

For help with online scams, contact a Citizens Advice Scams Action adviser by calling 0808 250 5050. For more information about other types of scams, visit the Citizens Advice website www.eastsussexcab.co.uk

Citizens Advice Helplines

- **Adviceline** call **03444 111 444**. Monday- Friday 9am to 5pm.
- Email advice www.eastsussexcab.co.uk
- Chat online to an advisor on our website citizensadvice.org.uk/contact-us.
- **Consumer Helpline** on 0808 223 1133
- **Universal Credit** Help to Claim line
0800 1448444.

Notes to editors:

1. The Citizens Advice service comprises a network of local bureaux, all of which are independent charities and the national charity Citizens Advice. Together we help people resolve their money, debt, legal and other problems by providing information and advice and by influencing policy makers. For more information please visit our website www.lewesdistrictcab.org.uk. We are also on Twitter @lewescab1.
2. The advice provided by the Citizens Advice service is free, independent, confidential and impartial and is available to everyone regardless of race, sex, disability, sexual orientation, religion, age or nationality.
3. The majority of our staff are trained volunteers, working at around 3,500 offices across England & Wales.