**EVERY call is a potential scam!**

They know your name

They know your date of birth

They know where you shop

They know your medical history

They know virtually everything but it’s only

**YOU**

who can provide them with the most sensitive information.

Never provide any bank details what so ever

Never respond to an automated call/recorded message, simply hang up

Never press a number on the key pad **if you have received a call**

Query everything, where are they from? which department? what’s their phone number?

If in any doubt what so ever tell the caller you’ll ring them back. Check the number is correct/call a number you know is correct and never call a mobile number.

The caller will understand, and only a scammer will be insistent!