



Fraud Alert

NHS Test and Trace

Be Fraud Aware

The NHS test and trace service has been launched to help control the spread of COVID-19 and to save lives.

However, fraudsters are likely to take full advantage of the service to scam people, by trying to obtain personal information or to trick them into handing over money.

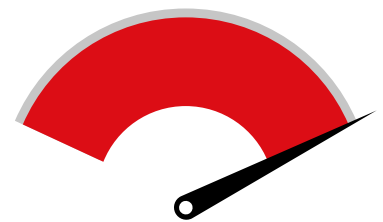
Contact tracers will:

- Ask for your full name and date of birth to confirm your identity, and your postcode.
- Ask about your symptoms.
- Ask you to provide the name and telephone number/email address of anyone you have had close contact with in the 2 days prior to your symptoms starting.

Contact tracers will NEVER:

- Ask you to dial a premium rate number to speak to them (for example numbers starting with 09 or 087).
- Ask you to make any form of payment or purchase a product.
- Ask for any details about your bank accounts or social media accounts.
- Ask for passwords, PINS or login details.
- Ask you to download software or hand over control of your PC/phone/tablet to anyone else.
- Ask you to access any website that does not belong to the government or the NHS.

Full information can be found at: <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>



Status: Action Required

This alert provides information and advice to staff about fraud and economic crime that may occur during the pandemic, and the risks associated with it.

If you have been scammed, you should report it to Action Fraud:

www.actionfraud.police.uk
or 0300 123 2040.



How to protect yourself

- The service will be using a single phone number 0300 013 5000.
- The service may also send you text messages from 'NHS'.
- The only website that the service will be asking you to visit is: <https://contact-tracing.phe.gov.uk>
- All texts and emails will ask you to sign in to this website and no other.

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For further discussion and support, including fraud awareness training services, contact:

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