



Mobile phone scams

A scam is a nasty trick.

A mobile phone scam is when someone phones or texts you and tries to take your money.

This is quick and easy advice to stop you getting scammed.

Missed call scams

You have a missed call. You don't know the number so you call it back.



Some of these calls are a scam.

It can sometimes be a trick to get you to call a very expensive phone number.

The number you are asked to call back may be a recorded message telling you that you've won a prize. They may give you another number to call so you can claim (get) your prize.

This number may be one that charges you a lot of money. Also the prize you have won could be made up or not very good.



Some of these calls can cost up to £15.



For **more** help and advice please contact Consumer Direct on **08454 040506**.



Be careful ringing back numbers you don't know. If you are not sure - get help.

Text message scams



You get a text from a number you don't know. It says you have won a prize or that you are owed some money.

If you reply to these messages you often end up getting charged a lot of money and don't get what they promise. You may also end up getting lots more messages like this.

If you get any messages like this delete them straight away.

Ring tone scams

You get a message offering you a 'free' or cheap ring tone. This is a sound or tune that plays when someone is phoning you.



If you take the free ring tone they sometimes keep sending you more and more. These ring tones may cost you a lot of money.

For **more help and advice please contact Consumer Direct on 08454 040506.**



There are many good companies selling ring tones, but there are also people who will try and trick you out of your money.

**If you want to stop the expensive texts, you need to send the word “STOP” to the number in the text.
If someone has tricked you on your phone:**

**Tell your mobile phone company
Or call
Citizens Advice consumer service on 08454 040506**

Things to think about so you don't get scammed..

- Be suspicious - If it sounds too good to be true, it probably is
- Be careful if people who you don't know contact you. If you get a phone call, or text from someone you've never heard of, this could be a scam.
- Don't make quick decisions. Scammers don't like to give you time to think. They will try to rush you into making a decision by saying things like 'If you don't buy it now, you'll miss out.'
- Never tell anyone about your private information (like your name and address) or bank account details.
- If you are unsure whether something is a scam do not reply



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- and either delete it or call Citizens Advice consumer service 08454 04 05 06.

The message is STOP, THINK and THINK AGAIN

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