

# Newsletter

Registered charity number 1105384



## Inform

Hello,

We wanted to write to you this month to give you some tips on how to avoid scams. In most cases scams are a way of cheating people out of their money. A scammer may try to approach you on your doorstep, by post, over the phone or online. They'll often pretend to be someone they're not or make misleading claims about an offer or a service.

Anyone can be a victim but you can protect yourself by knowing what to look out for and what to do.

### What to look for

- Unsolicited contact from people offering to do work on your home
- Contact supposedly from your bank or police about fraudulent use of your account or asking for your PIN – **you will never be asked for your PIN by your bank or police**
- Pushy sales calls for offers that seem too good to be true!
- Calls claiming to be from the Council offering you a rebate
- Deliveries of goods you did not order
- People who ask to come into your home because the need help, or to use the toilet

### What to do

- Ask yourself – does this feel right?
- Don't be embarrassed to hang up, say no or ask someone to leave
- Ask for ID – legitimate callers will be able to provide ID, make sure you read it
- If you are still unsure, call the company the person says they're from and get them to confirm they have sent someone
- Report scams by calling Action Fraud on 0300 123 2040 or Police on 101

We don't want to frighten you, there is a lot of community goodwill out there at the moment but remember to be on your guard for anything that doesn't feel right.

Take care, and stay safe, **Rob Clarke**, Chief Executive



### USEFUL CONTACTS

#### Age UK Merton

Mon, Tues, Thurs and Fri  
9am—4pm. Weds 9am—2pm

Elmwood Centre,  
277 London Road,  
Mitcham, CR4 3NT

[info@ageukmerton.org.uk](mailto:info@ageukmerton.org.uk)

020 8648 5792 or  
07542 284 914

**Merton COVID-19  
Community Response Hub**  
020 8685 2272

**If you're feeling unwell  
and need help call 111**

**If you need a COVID-19  
test call 119**



Photo by Ian Weatherill on Unsplash

**Do**

**Scam Scramble**

**Inspire**

Find the words relating to scams awareness in the scrambles below:

- |             |                   |
|-------------|-------------------|
| 1. merscma  | 6. tospeord       |
| 2. micvit   | 7. otendfitacitin |
| 3. eyomn    | 8. oincat drafu   |
| 4. hanicget | 9. ealev          |
| 5. ghan-pu  | 10. drafuntelu    |

Our Advice team provides advice and support across a wide range of subjects, including consumer issues. If you've experienced a scam or a consumer issue that did not feel right, get in touch, we might be able to help.

**Ask**

**We're still selling Christmas Cards, designed by local people aged five to 80!** Get your orders in quick and tell your friends and family. All the proceeds will go towards our work helping older adults across Merton this winter.

Call 07547 020 114 Mon—Thurs to place your order

**Why don't you join us for some new activities?**

As well as Zumba, Walk & Talk and Activity Packs, we have free Zoom events we'd love you to join:

**Chair exercise class** 01/12/2020, 2pm

**Bingo** 08/12/2020, 2pm

Get in touch for details.



- ANSWERS
- |             |                 |                   |                |
|-------------|-----------------|-------------------|----------------|
| 1. Scammer  | 5. Hang-up      | 9. Leave          | 10. Fraudulent |
| 2. Victim   | 6. Doorstep     | 7. Identification |                |
| 3. Money    | 8. Action Fraud |                   |                |
| 4. Cheating |                 |                   |                |