

WARNING

Beware of Phone scams

A warning is being issued by Lancashire Police and Morecambe and Heysham Citizens Advice Bureau regarding hoax phone calls claiming to be from BT

A number of local residents have notified the CAB and the Police about scam phone calls. The details may be different in each case but the theme is the same. In each case the caller claims to be phoning from 'BT Technical Services' and gives you a 0800 number so that you can check the information later. The caller claims you are in arrears with your account and he needs immediate payment by card over the phone otherwise he will disconnect the line.

When challenged he will convince you he can and will disconnect your phone line. He will ask you to put the phone down and try and dial out. When you do you will get no dialling tone. The cutting off of the line is very simple; he stays on the line with the mute button on. As soon as you put the phone down he will then phone you back. The sums of money demanded are not huge amounts but it is worth remembering that once they have your card details and the security number on the back they can take as much money from your account as they want.

Some of these calls have been menacing and prolonged, lasting as long as one hour.

What you must do if you receive a phone call

- **Do not engage in conversation**

(BT would never harass for immediate payment over the phone – they will write to you or send a bill)

- **Do not give them any personal details – not even your name**
- **Do not give them your credit/debit card details especially the security code**
- **Consider signing up to Telephone Preference Service on 0845 070 0707 or www.tpsonline.org.uk**

Always remember

If you fall victim to this SCAM:-

Contact Jan Brown (Crime Prevention Officer) 01524 596538 or your local Police Station