



What can I do to protect myself?

Do's

- ✓ **Hang up** if you feel pressured.
- ✓ **Ask someone you trust** if they think the call was genuine.
- ✓ **Verify** the caller by hanging up and look up their official contact details of who they claim to be.
- ✓ **Hang up** if you dial back an unknown number by mistake
- ✓ **Put your phone on silent** if you are trying to sleep or being disturbed

Don't's

- ✗ **NEVER provide personal details** e.g Bank Details, PPS number etc
- ✗ **Do not follow instructions** from a recorded message
- ✗ **Do not call back** a number you do not recognise
- ✗ **Close the page immediately** if you click on a link in a scam text
- ✗ **Never use a number** given to you by the caller

Common Questions regarding Scam Calls and Scam Texts

- ❖ **What** are scam calls? – unsolicited and unwanted communications. Their intent is often to **mislead** the receiver to **share personal information** or **money** to the scammer.
- ❖ **Why** is this happening? – more people **working from home** and shopping/banking online **creates opportunities for scammers** to steal from unsuspecting users.
- ❖ **Who** should I contact if I have **shared personal information?** – Scam calls and texts are illegal. If you have shared personal information with the scam caller, you should immediately contact **An Garda Siochána** as well **as your financial institution** if you have shared information related to your finances.

For any further inquiries regarding scam calls and scam texts, contact the **ComReg Consumer Care Team**

 **Telephone:** 01 804 9668

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