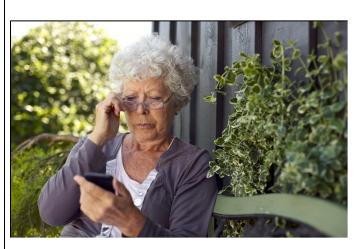




## Scam Calls and Scam Texts FAQs



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 detailse.g Bank Details, PPS number etc
- Do not follow instructions from a recorded message
- **x** 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 contract 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

**Email**: consumerline@comreg.ie