

Protect yourself from (online) fraud & cyber crime

Resources, advice and
further reading inside!



**Cyber and Fraud
Aware?**

**Stay safe
& secure online**

cyber & fraud crime
prevention experts
to answer your
questions.

- Password & 2-step verification
- Phishing and social engineering
- Phone, email, text scams and other top tips

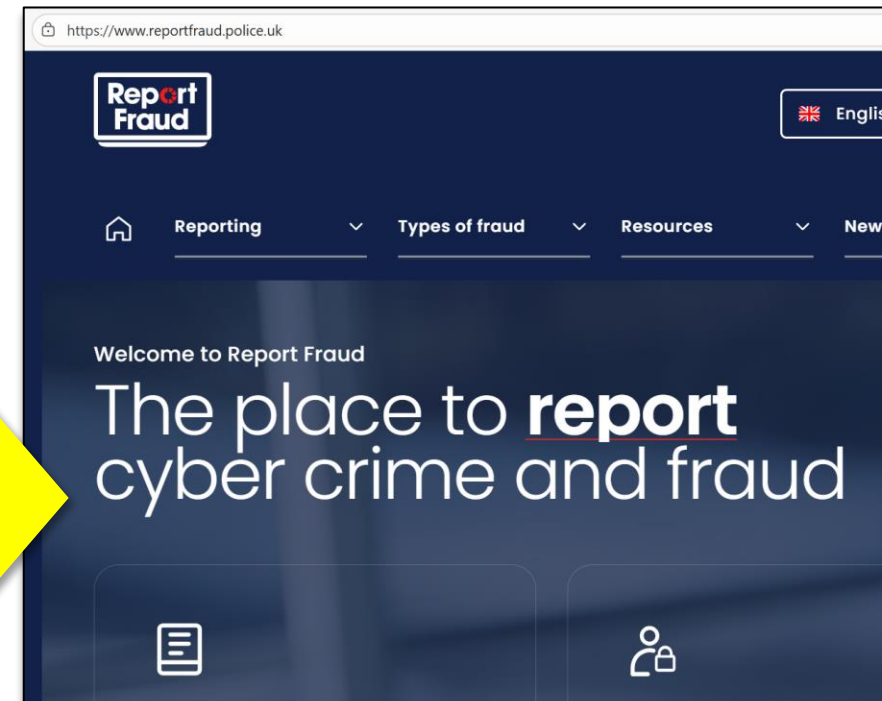
**Cyber crime & fraud awareness events
coming to a library near you.**

For dates and library venues
<https://www.hertfordshire.gov.uk/libraries>
(look for 'cyber crime' under 'Events and things to do')

Always **report** scam emails, texts, websites, adverts & phone calls

- ✓ Forward suspicious emails to report@phishing.gov.uk
- ✓ Forward scam texts to **7726** (handy tip: 7726 spells out SPAM on a phone keypad)
- ✓ Report suspicious phone calls: text 7726 with the word 'Call', followed by the caller's telephone number
- ✓ Report fake/scam websites, and adverts, visit: reportfraud.police.uk

Incurring financial loss or have been hacked as a result of responding to a phishing text message, email, phone call, social media advert or website? Report all cyber crime and fraud at reportfraud.police.uk or call 0300 123 2040.



- Advice and free tools for individuals, cyber security professionals, and businesses on how to stay secure online.
- [Cyber Action Toolkit](#) – bite-size cyber actions to protect small business owners.

nsc.gov.uk



- Check a website URL before you visit, plus practical advice on how to protect yourself, your devices, and your business against fraud and cyber crime.

getsafeonline.org



**Need to contact your bank urgently?
Call 159**

- **Call 159** - the safest way to contact your bank if you have suspicions and concerns about your bank accounts.

stopscamsuk.org.uk

'Action Fraud' has been replaced by 'Report Fraud'



Call 0300 123 2040
reportfraud.police.uk

Have you been scammed or hacked because of responding to a phishing text message, email, phone call, social media advert or website?

1. **Report all cyber crime and fraud: call 0300 123 2040 or visit reportfraud.police.uk**
2. **Follow these steps if:**
 - a. you shared bank details or if you've lost money: contact your bank immediately and other relevant organisations (e.g. DVLA, mobile phone service, utilities provider).
 - b. you shared a password or you've been hacked: contact your account provider, change your passwords, check your email account for forwarding rules, and set up 2SV/2FA.
 - c. your device is infected: run Anti Virus software, perform a factory reset, and restore back up.

Detailed guidance on how to recover and protect from further fraud and cyber crime: [Recovery Actions](#)

Are you a Business, Charity or Organisation under a cyber attack? Call 0300 123 2040 immediately.

STOP! THINK FRAUD



!-Pwned

- Check if your email has been exposed in a data breach or leaked online.
- Sign up to be notified when your email appears in a new data breach.

haveibeenpwned.com

Trading Standards +

citizens advice

Trading Standards at Citizens Advice:

- If you think a business or tradesperson has broken the law or acted unlawfully.
- Need help in finding a trusted trader.

[0808 223 1133 - citizensadvice.org.uk](https://08082231133-citizensadvice.org.uk)



Sign up to receive Herts Police's crime updates and event info in your area, as well as crime prevention advice:
hertsconnected.co.uk



- Product reviews, consumer rights, campaigns, and more.
- Sign up to the free Which? Scam Alerts newsletter.

which.co.uk



- Hertfordshire’s Victim Care Centre supporting victims of all crime in Hertfordshire.

hertfordshirebeacon.org

⚠ Emergency?

- Does it feel like the situation could get heated or violent very soon?
- Is someone in immediate danger?
- Is a crime happening right now?
- Call **999** now.

Non-Emergency?

- Call **101** or use the web chat at herts.police.uk



- Have your personal details been stolen or leaked? Noticed any unusual account activity? You may be at risk of becoming a victim of identity fraud.
- Protective Registration offers protection against identity theft.

cifas.org.uk/individuals



HM Land Registry

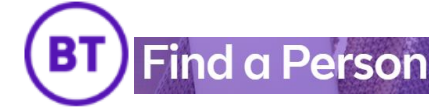
- Sign up to the free Property Alert service to help protect your property from fraud.

gov.uk/guidance/property-alert

The Electoral Register & the ‘Open Register’

- The Open Register is available to anyone who wants to buy a copy of the list.
- You can opt out of the Open Register. Opting out does **not** affect your right to vote.

gov.uk/electoral-register/opt-out-of-the-open-register



- Your details may be publicly available in various online telephone directories and databases - even when you are ex-directory!
- 192.com, Yell.com, ukphonebook.com, bt.com are just a few places where people may be able to search for you.



- **The FCA Warning List:** Lists firms and individuals that are not authorised or registered by the FCA and are operating without permission or running scams.
- Includes advice and resources on how to avoid investment and pension scams.

fca.org.uk/scamsmart



For **brochures, leaflets** and **dates of library events** on fraud and cyber crime awareness:

herts.police.uk/cyber-fraud