

Don't Be Fooled by Covid-19 Test and Trace Scams

The NHS test and trace system is now live and unfortunately this could be an opportunity for fraudsters to fool people.

You will be alerted by the NHS test and trace service if you have been in close contact with someone who has tested positive for coronavirus.

The alert can come by text, email or phone call.

No financial information is needed as this a free service.

Contact tracers will:

- call you from 0300 013 5000
- send you text messages from 'NHS'
- ask you to sign into the NHS test and trace contact-tracing website (<https://contact-tracing.phe.gov.uk/>)
- ask for your full name and date of birth to confirm your identity, and postcode to offer support while self-isolating
- ask about the coronavirus symptoms you have been experiencing
- ask you to provide the name, telephone number and/or email address of anyone you have had close contact with in the 2 days prior to your symptoms starting
- ask if anyone you have been in contact with is under 18 or lives outside of England

Contact tracers will never:

- ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product or any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- disclose any of your personal or medical information to your contacts
- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS