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| Step 1:  Most people get phone calls from people they don’t know.  You don’t have to answer the phone – but if you do – remember to be careful. | unknown caller vs no caller id |
| Step 2:  If the caller wants you to give them information you are not happy to give – tell them.  Often nuisance callers want you to agree to give money or buy something you don’t need. | Nuisance calls and messages: consumer guide  “No Thanks” |
| Step 3:  Remember to never give out your bank or card details over the phone to someone you don’t know who calls.  Your bank will never call and ask you for your account details/PIN number -as they already know them – the caller could be a scammer. | Scam phone calls - Hambledon Surrey |
| Step 4:  If you keep getting nuisance phone calls you can try and block the number.  If you know the number as a nuisance caller – don’t answer. | Scammers Are Claiming to Be From AARP Sweepstakes |
| Step 5:  Speak to the Housing Team or another member of Assist Trust staff if you want any more advice or help with nuisance calls. | T:\Templates DO NOT STORE INDIVIDUAL MEMBERS ASSESSEMENT FILES HERE\Assist trust logo oct17.jpg |

Title: Dealing with nuisance phone calls