

## Be alert to Test and Trace potential scam!

People are being advised to be on the lookout for possible scams related to the Test and Trace service, which launched on the 28 May to help control the Covid-19 virus. There may be attempts scammers to try to use the same methods as the Test and Trace to obtain personal information.

People will be alerted by the NHS Test and Trace service if they have been in close contact with someone who has tested positive for coronavirus.

### Contact tracers will:

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

### They will not ask:

- for bank details, or payments
- for details of any other accounts, such as social media
- set up a password or PIN number over the phone
- to call a premium rate number, such as those starting 09 or 087