



NEIGHBOURHOOD WATCH IN CUMBRIA



Scam Alert

Alert message sent 10/06/2020 11:53:00

Information sent on behalf of Cumbria Neighbourhood Watch

BEWARE OF THIS SCAM.

I received the following information this morning and something I believe you all should be aware of and share with family and friends.

Telephone call received that went as follows:

'Good morning, I'm calling from the NHS Track and Trace Service. According to our system, you are likely to have been in close proximity to someone who has tested positive for COVID-19. This means that you now need to self-isolate for 7 days and take a COVID-19 test.'

'OK. Can you tell me who that person was?'

'I'm not able to tell you that. That is confidential information.'

'Right. Um... so'

'But you do need to be tested within the next 72 hours. So can I just get the best mailing address so that we can send a kit to you?'

'Ok (gave address)'

'Thank you - and I just need to take a payment card so that we can finalise this and send the kit to you.'

'Sorry - a payment card? I thought this was all free?'

'No - I'm afraid not. There is a one-off fee of £500 for the kit, and test results. Could you read off the long card number for me, please, when you're ready.'

'No - that's not right. This is part of the NHS so there's no charge.'

'I'm afraid there is. Can you give me the card number please - this is very important, and

there are penalties for not complying.'

Puts phone down.

Checks have been made with a Government Tracer who said - **THIS IS A SCAM.** *'This is not how we work. There is no payment details of any kind taken by ANY of our teams. Please ,please do not give out your bank or payment details to anyone saying they are from track and trace. Track and trace will only confirm details with you and offer advice, they will not ask for any bank or payment details EVER. We will tell you who we are looking to speak to, we will give you the phone number and website to confirm who we are'.*

PLEASE BE AWARE