

Don't let your Gran get scammed

Criminals often target older people to scam them out of their money. What can you do to protect Gran from getting scammed?

Signs Gran might be responding to scams and how to help:

- **Receiving lots of post and sending lots of post to companies abroad.**
- **Goes through large amounts of stamps and cheque books.**
- **Receiving lots of phone calls from strangers or companies.**
- **Large amounts of cheap tat and scam mail.**
- **Frequent visits to the Post Office or bank.**
- **Unpaid bills.**

What can you do?

- ▶ **If you're worried Gran might be susceptible to telephone scams look at installing a call blocker.**
- ▶ **Sort her mail with her so she can recognise a scam.**
- ▶ **Get Gran's permission to redirect her mail.**
- ▶ **The most important thing you can do is spend time with Gran. Many older people respond to scams as a result of loneliness or social isolation.**



If you want advice on scams, want to report a scam or need advice on how to help someone you think has been scammed please contact the **Citizens Advice Consumer Service** on **03454 040506**.