

## **Put a stop to unsolicited telephone calls**

Fed up of phone calls offering to help recoup PPI or with an accident claim? People offering too-good-to-be-true investments or trying to get money or personal details from you? Sales, marketing and scam telephone calls can be, at the very least, a nuisance to those receiving them. But they can also pose a threat to someone's health and wellbeing. Rushing to the phone each time it rings presents a risk of slips, trips and falls whilst an older person defrauded in their own home is **2.5 times more likely to either die or go into residential care within a year**.

You shouldn't get calls if you didn't give the caller your number, however many people still receive unsolicited calls or recorded or automated messages.

If you're one of those people who has had enough of cold callers then the Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) would like to offer you some advice.

### **Register with the Telephone Preference Service (TPS)**

The Telephone Preference Service is a free opt-out register where you can state your preference to not receive unsolicited sales and marketing calls.

It is a legal requirement that all organisations (including charities, voluntary organisations and political parties) do not make such calls to numbers registered on the TPS unless they have your consent to do so. Anyone breaching this can be reported to the Information Commissioner's Office who can, and do, issue hefty fines.

The TPS registration line is 0345 070 0707 or you can register at [www.tpsonline.org.uk](http://www.tpsonline.org.uk) You can also sign up from your mobile by texting 'TPS' and your email address to 85095.

Unfortunately registering with the TPS does not stop calls that originate from overseas (which is true of a lot of scam calls) so the next steps might help if you are plagued by such calls.

### **Contact your service provider**

Your service provider will be able to offer different options to stop unsolicited calls – for example stopping all overseas calls, blocking withheld or particular nuisance numbers or activating a protection service such as BT Call Protect, Sky Talk Shield, TalkTalk CallSafe or Plusnet Call Protect. Give your service provider's customer services a call to see what they can do for you - you may be pleasantly surprised.

### **Invest in a call blocker**

If, after trying the above, the problem persists, it's well worth the investment in a good call blocking device (but beware companies cold-calling claiming to offer such products, genuine call blocker companies will not cold call!). These small devices fit between your telephone handset and the socket on the wall and are proven to stop over 95% of nuisance sales, marketing and scam calls. They require a power socket close by and your service provider's caller ID service to be switched on (for most people it already is but otherwise it's just a quick phone call to ask). An alternative is to purchase a new telephone handset with the call blocking technology built-in.

For support and advice on scams call Citizens Advice Consumer Service on **03454 04 05 06**  
<https://www.citizensadvice.org.uk/>

To report a fraud, or suspected fraud, and share information to help stop others from becoming victims, call Action Fraud on **0300 123 2040** [www.actionfraud.police.uk](http://www.actionfraud.police.uk)