

STOP. CHECK. CALL.

Keep this beside the phone.

- 1. Do not share security codes, PINs or passwords.**
- 2. Do not send money or hand over cash after an unexpected request.**
- 3. Do not rush. End the call.**
- 4. Call your relative on a number you already know.**
- 5. If unsure the line has cleared, use another phone.**

Trusted contact / phone

Backup contact / phone

Agree a private family phrase, but still verify through a known number. Do not write the phrase on this sheet.

Already sent money?

Contact your bank or payment provider immediately through official channels. Keep receipts and messages; contact local authorities. Do not pay anyone promising to recover the money.