

# Scams: Protection Checklist

Scams are getting more convincing – and while the young, elderly, and more vulnerable are often targeted, the truth is **they can catch anyone out**. Scammers are very good at catching people off guard, often at a busy or stressful moment. **Print this** and keep it by your computer and stay alert!

A few simple habits can make a big difference:

- **If something sounds urgent, it probably isn't**

Scammers love panic. Messages saying “Act now!” or “Your account will be closed today!” are designed to rush you. Real companies don't mind you taking your time.

- **Don't click links unless you're expecting them**

If an email or text arrives out of the blue, be sceptical. Even if it looks official, it's safer to check another way, such as phoning the company on a known number.

- **If someone asks for money or help, double-check first**

If you receive a text or email asking for money, gift cards, or urgent help – even if it appears to be from someone you know – verify who they are using another method, such as calling them on a known phone number, before doing anything.

- **If in doubt, hang up politely**

If a caller makes you uneasy, it's okay to say, “I'll take advice and may call you back,” then end the call. A genuine company won't be offended.

- **Don't let unsolicited callers guide you on your computer**

Never follow instructions from a caller telling you to click things, install software, or “check something” on your computer unless you are 100% certain who they are. This is often how scammers set up remote access or try to convince you they're genuine when they're not.

- **Never send money under pressure**

Requests for gift cards, bank transfers, or urgent payments are almost always scams.

Verify the requester by phone.

- **Photos and files are precious – back them up**

Phones and computers can fail without warning. Backups mean your photos and memories are safe even if the device isn't.

- **Talk things through**

Scammers rely on embarrassment and silence. A quick chat with a friend, family member, or trusted professional can stop a problem before it starts.

- **Asking for help is a strength, not a weakness**

Technology changes quickly. Nobody is expected to keep up with everything – and there's no prize for struggling alone.

- **Contact us on 01372 46 4321 if you need help**

We can assist by phone, remote-access, or in person at your home or business.

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