



RESEARCH & CAMPAIGNS



SCAMS Awareness 2020

What is a scam?

A scam is a scheme to try to steal money, personal information or data from a person or organisation. Other names for a scam include fraud, hoax, con, swindle and cheat.

A recent Citizens Advice report found that almost three quarters of people surveyed had been targeted by a scam in the previous two years. The National Audit Office (NAO) has estimated that individuals in the UK lose £10 billion a year due to fraud.

Coronavirus Scams

Empowering the public to protect themselves and others from scams is more important than ever this year due to the current coronavirus crisis.

Scammers seek to exploit vulnerability, and coronavirus has put more people into difficult situations, with many facing issues with employment, debt, housing and health. The overall heightened anxiety caused by the pandemic is also making everyone more vulnerable and more likely to fall victim to a scam.

There are also increased opportunities for scammers to take advantage of people. Due to social distancing measures there are currently more people online and using technology, more people at home during the day, and more people applying for government support schemes as they are unable to work.

Our data shows that scammers have been exploiting these circumstances, with scams including:

- adverts of face masks or medical equipment at high prices
- emails or texts pretending to be from the government
- emails offering life insurance against coronavirus
- people knocking at your door and asking for money for fake charities

As a result, this year's Scams Awareness campaign will be focusing on the scams that have emerged as a consequence of the coronavirus outbreak.

We have put together the following which gives you further information about different types of scams to be aware of as well as a list of resources and agencies who can help you if you have been a victim of a scam.

[Common scams to look out for](#)

[Quick Scam Facts and Advice](#)

Online scams and scams linked to [COVID-19](#)

Resources to help consumers learn about scams

[Citizens Advice scams advice pages](#)

[Friends Against Scams](#)

[The Pensions Regulator](#)

[The Money Advice Service](#)

[The Financial Conduct Authority](#)

www.fca.org.uk/register

[Get Safe Online](#)

www.cyberaware.gov.uk

[Take Five](#)

Help for people who have been scammed

[Think Jessica](#)

[Age UK](#)

[Victim Support](#)

Visit our [Partner Hub](#) and learn about:

General Scams

Coronavirus Scams

Scams and older people

Investment and pension scams

Online scams

Employment scams

Property fraud scams

