

Scams



Scams involve scammers tricking people into making payments or moving money into a scammer's account.

Scammers are the people who carry out scams.



Scammers use lots of ways to try and scam people out of money. These can include:

- sending fake invoices
- pretending to be from a business you trust
- making fake websites
- sending messages on WhatsApp or on text



There are lots of things you can do to protect yourself from being scammed.

Some of the things you can do to protect yourself from scams



Do not tell other people your passwords and pins.



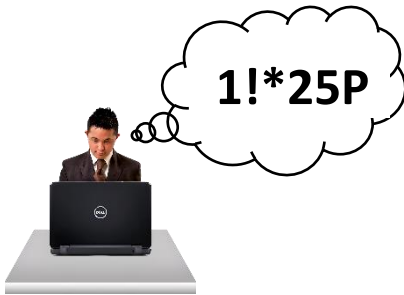
Check your bank statements for any payments you don't recognise.



If you use online banking, use anti-virus software on your computer.



Make sure you use strong passwords. A strong password is a password that you will remember, but it is difficult for other people to guess.



You can make a strong password using a word or name with some numbers or symbols.



How to report a scam

If you notice a payment you did not make, or it does not look right, you can call us straight away.



Our helpline is always open.
If you are calling from the UK, phone:
0800 055 66 22



If you are calling from abroad:

- the number to phone for current account fraud is:
+44 1793 65 67 89
- the number to phone for credit card fraud is: **+44 2476 43 89 97**



You can report emails, texts and messages that do not look right to: phishing@nationwide.co.uk



To report a text from another organisation that does not look right, you can forward the text to **7726**.



Scam Protection Promise

If you have been asked to make a payment from your Nationwide current account and you are not sure if it is a scam, we can check for you.

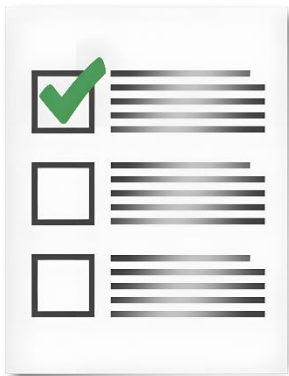


Do not make the payment until we have checked.



If you would like us to check if it is a scam:

- phone **0800 030 40 57**
- or come and see us in one of our branches.



We can only check some payments.



We can not check if you have been asked to pay:

- by cheque
- by card
- by cash
- to an account in another country.



If we say it is ok to make the payment and you find out it is a scam after you have made the payment



phone us on **0800 055 66 22** as soon
as you can.



We will try to pay you back your
money.



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