surrey safeguarding ADULTS BOARD

SURREY COUNTY COUNCIL

Keeping you safe from abuse

Scams

This booklet has information about scams

Contents

Page 1	Front page
Page 2	Contents
Page 3	What are scams?
Page 4	Who does scams?
Page 5	Effects of being scammed
Page 6	Some things you should look out for
Page 7	How to protect yourself from Scams
Page 8	Getting help
Page 9	Contact us

You can find Easy Read documents on keeping safe from abuse on the Surrey Safeguarding Adults Board website. www.surreysab.org.uk/leaflets-resources

You can read this booklet alone or with someone to support you.

Acknowledgements

This booklet was developed by Emily Chalmers, Safeguarding Advisor, and the Learning Disability and Autism Engagement Team at Surrey County Council. Thanks to the people at Surrey Choices' Fernleigh Activity Centre who improved this book.

Photosymbols®

Professional Licence 5829107187767

February 2026

What are scams?

A scam makes you give your personal information or money away.

Scams do this by:

Promising you a prize or money.

Pretending to be someone famous.

Scaring you.

Making you feel worried.

Promising you something, like gardening or building work and not keeping their promise.

This might happen in person, on the phone or online.

Who does scams?

Scams are done by criminals, they are sometimes called a scammer.

A scammer may seem friendly and nice. But they will try to trick you.

Scammers might try to find people with care and support needs to scam.

But anybody can be a victim of a scam. For example, parents, friends or other family members.

Effects of being scammed

You might lose money.

You might feel sad, embarrassed or alone.

You might feel cross with yourself or the person who has done it.

You might lose confidence.

You might have problems with your health.

Some things you should look out for

The scammer says that you can only get a prize if you pay money first.

The scammer tells you that you have to do something quickly.

The scammer tells you to send money abroad or to someone else's bank account.

The scammer tells you to click on a link in an email.

The scammer tells you that you should keep it a secret and not tell anybody.

How to protect yourself from scams

Remember the bank or police will never ask you to move your money.

Do not give your information to somebody you have met online.

Hang up the phone or delete the email if you do not trust the person contacting you.

Take time to think about what is happening. Do not rush.

Ask somebody you trust for advice if you are choosing a builder or gardener.

Do not share your pin or password.

Who to tell

If you aren't sure or are too nervous to call anyone, **tell someone you trust.**

In an emergency
Dial 999 for the police.
If you can't speak and are calling on a mobile, press 55 to have you call transferred to the police.

SURREY COUNTY COUNCIL

Contact Surrey County Council

You can ask for this information in an alternative format or language.

Telephone: 0300 200 1005

Email:
asc.infoandadvice@surreycc.gov.uk

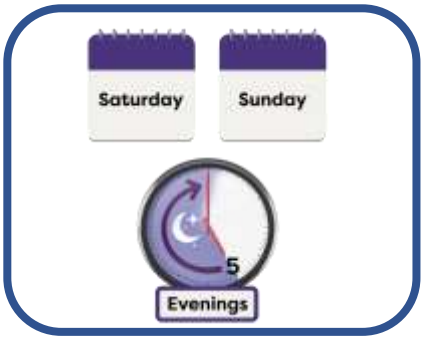
Contact us

Textphone (via Relay UK): 18001 0300 200 1005

Text (SMS): 07527 182 861 (for deaf or hard of hearing community)

British Sign Language:
www.surreycc.gov.uk/bsl

Reporting abuse online:
www.surreycc.gov.uk/adultatrisk



Out of Hours Emergency Duty Team
Telephone: 01483 517 898
Email: edt.ssd@surreycc.gov.uk
Textphone (via Relay UK): 18001 01483 517 898