

Message from West Mercia Police – **please take note**

If NHS Test and Trace calls you by phone, the service will be using a single phone number 0300 0135 000. The only website the service will ask you to visit is <https://contact-tracing.phe.gov.uk>.

Detective Sergeant Jon Cooper from the West Mercia Police Economic Crime Unit said: "We are urging the public to please be aware of the Track and Trace process and to guard against fraud attempts.

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Contact tracers will never:

- Ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087)
- Ask you to make any form of payment
- Ask for any details about your bank account
- Ask for your social media identities or login details, or those of your contacts
- Ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- Ask you to purchase a product
- Ask you to download any software to your device or ask you to hand over control of your PC, smartphone or tablet
- Ask you to access any website that does not belong to the Government or NHS

"If you think you have been subjected to, or a victim of, a scam or attempted fraud using Track and Trace or any other fraud please call 101 or contact Action Fraud on 0300 123 2040. If you or someone else is in immediate danger or risk of harm dial 999 now.