

Staying Safe on Your Phone

Simple rules to protect your money and your peace of mind.

Five golden rules

1. **Never tell anyone your PIN or a code** sent to your phone. Your bank and network will never ask for it.
2. **If someone calls about money, hang up.** Call back on a number you know, or ask a family member.
3. **Take your time.** Scammers rush you. A real emergency can wait five minutes for you to check.
4. **"You've won!" usually means "you're being scammed".** Never pay a fee to collect a prize.
5. **Ask someone you trust** before sending money to anyone you haven't met in person.

Watch out for

- A call or voice note saying a child or grandchild is in trouble and needs money urgently
- Messages saying money was sent to you by mistake
- New online "friends" or admirers who soon ask for money
- Anyone pressuring you over money, even someone close to you

If it happens to you

Don't feel ashamed. Scammers are skilled criminals and they target everyone. Call your network or bank **straight away**, tell a family member, and call the **CyberClinic Helpline on 267**.