



northyorkshire  
community messaging



### **Fraud Alert - North Yorkshire Calls claiming to be from BT.**

North Yorkshire Police have recently received a number of calls from residents in relation to a scam call, claiming to be from BT.

Residents have reported that they have been cold called on the phone, and have been told, by a recorded voice, that they are going to be cut off, or there are issues with their computer/phone line/internet and they have to press 1 to continue.

When pressing 1, the residents have been connected to a line where they have been kept talking to someone who claims to be from BT and has either attempted to obtain bank account details or have had to download something to their computer.

North Yorkshire Police strongly advise you not to press 1. Hang up and contact your phone provider on the customer services number from your bill. If you call from a landline, ensure that you have a dialling tone prior to making the call.

BT have created a webpage on their site to offer advice - [www.bt.com/scams](http://www.bt.com/scams)

If you have been a victim of this, please contact your bank immediately.

You can also find advice on our website -

<https://northyorkshire.police.uk/staying-safe/fraud>