

Warning – be alert to scams

Advice to residents who have a community alarm

Criminals are using the nationwide switchover of telephone lines to a digital network as an opportunity to scam people who have telecare equipment.

Unfortunately, there has been a recent rise in reports of unscrupulous people targeting people in Moray, so it's important you and your family members are alert to this.



Be on your guard if you receive an unsolicited call from someone:

- Claiming your alarm is out of date and you need to pay for an upgrade
- Claiming you need to pay for a replacement digital alarm
- Claiming you need to sign up to a new contract
- Asking for payment upfront for a month's 'trial' of equipment
- Asking for payment for a specific device, like a falls detector

These callers often claim they work for us or on our behalf. Some calls may come up on your caller display with the Aberdeen dialling code 01224.

The only calls you should receive from Aberdeen about your community alarm will be from staff at our Regional Communications Centre who monitor the alarms. This will normally only be in response to an alarm activation. An incoming call from them will often show up as a withheld number but you will know it is the centre responding to an alarm you have triggered.

If you have been targeted by a scammer and have made a payment, it is important you contact your bank or building society immediately. Tell them what has happened and ask if you can get a refund.

If you do receive any worrying calls like this, please inform Moray Council Trading Standards so that we have a record of them. They can be contacted at tradingstandards@moray.gov.uk or on **0300 123 4561**.

Our digital programme is underway to make sure all our telecare services will be compatible with the new digital network ahead of the switch-over in January 2027.

We may contact you to arrange a visit to check or replace your alarm equipment. We will never ask you for personal or financial information over the phone. There is no change to our system of sending quarterly invoices for your telecare service.

If you have any concerns, please contact your **Moray Lifeline Team**
Email us at jes@moray.gov.uk
Call us on 01343 546512



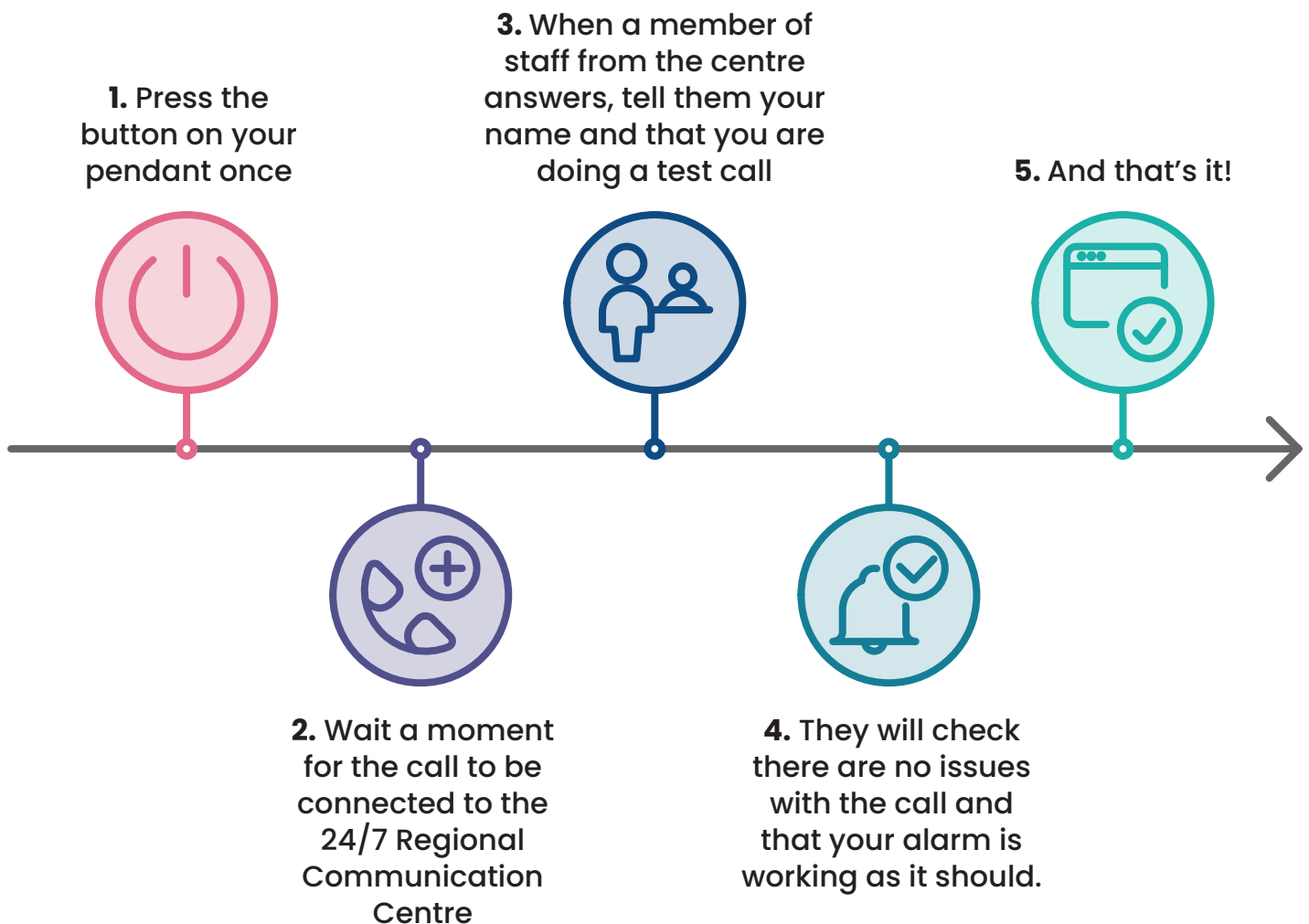
Remember to test your community alarm

Your community alarm is designed to be used in an emergency so it is really important you test it on a regular basis.

We recommend you carry out a test once a month. It's a good idea to pick a date – say the 1st of the month – and mark it on your calendar or in your diary as a reminder.

Testing gives you reassurance that your alarm is working correctly. It allows staff at the alarm receiving centre to speak with you and lastly, it can flag up any faults that may need to be fixed (free of charge).

How to test your alarm:



Please don't hesitate to test your alarm any time or worry if you press your alarm by mistake.