

# Five - C's of Text and Phone Call Safety

## Check

Does it seem like a legitimate number the company would use?  
Were you expecting communication from them?

## Cautious

Texts may ask you to click a link or provide personal details and scam callers may ask you to confirm personal details or even transfer money from your online banking which you should never do.

## Control



Some callers or messages can seem very persuasive and may even be threatening.

If you are told you can't discuss the matter with anyone else or you generally feel uneasy then hang up. Legitimate companies are there to help you and wouldn't use threatening behavior.

## Confirm



If in doubt, contact the company using their official website or letterhead contact details to **confirm** the call or text was real. Do not use any links you are sent to contact them!

## Communicate

**Communicate** with someone if you are concerned or worried about any phone call or text. Do not reply or forward any suspicious messages you receive.

[www.learnsafl.ac.uk](http://www.learnsafl.ac.uk)