**Watch out for coronavirus ‘test and trace’ scam**

Devon County Council’s [Trading Standards team is warning everyone to be aware of scammers](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDMsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMDA2MDUuMjI1NDExNjEiLCJ1cmwiOiJodHRwczovL3d3dy5uaHMudWsvY29uZGl0aW9ucy9jb3JvbmF2aXJ1cy1jb3ZpZC0xOS90ZXN0aW5nLWFuZC10cmFjaW5nLyJ9.gy5Mjh2JMvUzjl6WE5dLw_mBDG1_7eeh6-PFHwzGAkE/br/79536511733-l) looking to exploit the new NHS Test and Trace service.

They are concerned that some people, particularly the vulnerable or elderly, could be susceptible to fake calls or messages from criminals looking to get access to personal information or trick them into handing over money.

Remember, the [NHS Test and Trace service is completely free](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDQsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMDA2MDUuMjI1NDExNjEiLCJ1cmwiOiJodHRwczovL3d3dy5uaHMudWsvY29uZGl0aW9ucy9jb3JvbmF2aXJ1cy1jb3ZpZC0xOS90ZXN0aW5nLWFuZC10cmFjaW5nLyJ9.gd6bVYZwf8zXJ7UYQktQ-O7mKXv3WA4g4stREmTvmEM/br/79536511733-l), so they will never ask you for any form of payment or financial information or to provide any passwords, bank account details or PIN numbers.

It's a good idea to familiarise yourself with [how the system works](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDUsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMDA2MDUuMjI1NDExNjEiLCJ1cmwiOiJodHRwczovL3d3dy5nb3YudWsvZ3VpZGFuY2UvbmhzLXRlc3QtYW5kLXRyYWNlLWhvdy1pdC13b3JrcyJ9.0y7Ca3X3DPqJgFQcDJDR02J5S81kVzXm1s0Zum3DQ2U/br/79536511733-l)and know what you will and won’t be asked by the contact tracers so you can spot these scams.

The Devon and Cornwall Police’s Cyber Protect Unit has issued the following advice:

**Contact tracers will NEVER:**

* Ask you to dial a premium rate number to speak to them (for example, those starting in 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

The ONLY website the service will ask you to visit is: [contact-tracing.phe.gov.uk](http://contact-tracing.phe.gov.uk/)