

### Bogus callers - keep them out!

**If someone who looks official calls at your door, always do the following:**

- Keep your front and back doors locked, even when at home.
- Before you answer, stop and think if you are expecting anyone. Check that you have locked any back door and taken the key out. Look through the spyhole or the window to see who it is.
- If you decide to open the door, ask for and carefully check their identity card, even if they have a prearranged appointment (all genuine callers will carry one). Do they look like the person on the card? Is the name the same one as that on your letter? Close the door while you do this.
- If you are not expecting them and they have not shown you an identity card, do not let them in until you have checked and double-checked that the caller is genuine. You can do this in three ways:
  - Look up the phone number in the phone book and check it against the card the caller has given you. Do not be tempted to just ring the number on the card as it may be a fake.
  - Call directory enquiries. It will help to check whether the company is genuine.
  - Look at a recent bill to check the phone number. You should also think about keeping a list of useful phone numbers, like gas, electricity and water services, in a handy place. Many now have free phone numbers to help you check the identity of their workers. Bron Afon will give you a free fridge magnet with our numbers on.

### **If you have any doubts, keep them out!**

If, after these checks, you have any doubts about the caller, especially if they came unannounced, tell them to call back later when someone can be with you. You can also tell them to contact you by letter to arrange a more convenient time.

Genuine callers will always be happy to make an appointment to call and will carry an identity card with a photograph. They won't mind waiting if you want to phone and confirm their identity or want to rearrange the appointment.

Only let them in when you are absolutely sure that they are genuine.

Bogus callers sometimes work in pairs or even teams. They are often well organised. One will distract the person while the other searches the house for money or other valuables. They can be men, women or children (or often a combination). Watch out for anyone who says they are in a hurry. Don't let them pressure or confuse you. If you think a bogus caller has called at your door, report it to the police immediately - dial 999 and tell them what has happened. Try to give the police a description of the person. While they are on their way, pull the alarm cord, or tell a neighbour just in case they try at other homes in the area. The earlier the police know that bogus callers are working in the area, the quicker they can investigate.

If you let someone into your home, even if you know them, and you become uncomfortable, make excuses and leave. Go to a neighbour's house or ask a friend to come back with you. Use your Bron Afon alarm.

Bron Afon, local councils, health workers, the police, and gas, water and electricity companies, with groups such as Age Concern and National Neighbourhood Watch, are all working together to reduce this crime even more.

Crime against older people is rare. The advice in this leaflet will help to protect you, your family and friends and stop this crime so you can live safely and securely in your home.

**Working together to help you.**

**Remember though, most callers to your home will be genuine.**