

LOOK WHO'S MESSAGING YOU



Messages are instant and we tend to react immediately.

But remember, always **think before you click or reply.**

Someone could be impersonating your contacts...

Hi Sarah, I need your help. Can't talk now but can you transfer £100 into my account 08723111. It's urgent. Don't tell anyone, will explain later. Thanks!

Hackers can build **fake profiles pretending to be people you know** and even use their name and profile pictures to try and persuade you to make a payment, share information or click on a link or a file that could infect your device.

...or trying to take over your account...

Through impersonation, hackers could **trick you into sharing the security code needed to set up your account** on a different mobile; their mobile!

They will pretend it's for something else, but once you give it to them, they can access all your contacts and conversations.

Hi John, this is my new number. Please save it. To add yours, I need the code you are going to receive by SMS in a moment. Please sent it across as soon as you get it 😊

...or pretending to be a trusted organisation

Sometimes fraudsters also pretend to be well-know brands and organisations to trick you. They can even make their messages look like they are part of an existing conversation.

Unexpected and suspicious messages should be verified using another trusted channel – for example, giving the company a call or logging into your account. Never use the contact details provided on the message.

There has been a problem with your payment. Please update your card details or your order will be cancelled: http://update/payment_details.com



STAY ONE STEP AHEAD

- 1. Never share** security codes, PIN numbers or passwords with anyone, not even your bank.
- 2. Be discreet.** Keep your personal information, including your picture, only visible to your contacts.
- 3. Apply multifactor authentication** to your apps and accounts, whenever possible. You will mostly find this option under 'Settings' in the app or on your profile.