



PRESS RELEASE

TELEPHONE SCAM WARNING

Dumfries and Galloway Constabulary are warning members of the public to be aware of a telephone scam that is circulating at the moment.

Police have been alerted to the details of the scam. A person calls you claiming to be from British Telecom. The caller informs you that you will be disconnected because of an unpaid bill. The caller demands payment immediately through credit card of £31.00 or £118.00 to reconnect at a later date.

Even if you are not with BT the caller states that whatever company you are with still have to pay BT a percentage for an alleged line rental.

The caller then demonstrates that they are from BT when they request you to hang up and try to telephone someone. They state they would disconnect your line. When you do this your telephone becomes 'dead', with no tone whatsoever, until the caller rings you back.

The cutting off of the line is very simple, the caller stays on the line with the mute button on so you can't dial out - but the caller can hear you trying. This is because the person who initiates a call is the one to terminate it. When you stop trying the caller cuts off and immediately calls back

Police are stressing that even though the phone does appear to go off this is a scam and are alerting members of the public to be aware of it.

If you receive such a call take down as much detail about the caller as possible, such as name, accent and their telephone number and hand into police. Never give out any personal or banking details to someone you do not know. Always ask for any request in writing and only deal with people you know and trust.

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