Take Control



of the small things

Five simple things you can do now to avoid scams and feel more in control

Find out about any government support or benefits you may be entitled to – be very suspicious of unexpected messages asking you to apply for a particular payment or grant.

Scammers often cold call or send messages about grants, support payments or benefits related to the cost of living. They usually ask for personal information and bank details.

Government Support

Scottish Government
costofliving.campaign.gov.scot

UK Government
www.gov.uk/cost-of-living

Trusted Sources of Information

Advice Direct Scotland
advice.scot

Citizens Advice Scotland Money Map
moneymap.scot

Home Energy Scotland
www.homeenergyscotland.org

Scottish Illegal Money Lending Unit
stopillegallending.co.uk



Know your consumer rights and who to contact if you need to report a scam or an issue with a trader – save details of helplines.

If you experience a scam, issues with an item or product you have purchased, or any issues with a trader working in your property, support and advice is available.

Report Scams and Fraud

Advice Direct Scotland (report scams)
Phone 0808 164 6000 or visit scamwatch.scot

Police Scotland (if you have lost money to fraud, or feel threatened by a trader)
Call 101 or 999 in an emergency

Emails / Text Messages
forward suspicious emails to report@phishing.gov.uk and text messages to 7726

Information on Consumer Rights

Consumer Advice Scotland
consumeradvice.scot/knowledge-centre

Citizens Advice Scotland
citizensadvice.org.uk/scotland/consumer

Financial Ombudsman
www.financial-ombudsman.org.uk

Find trusted traders such as locksmiths, plumbers and roofers before you need them and save their contact details in case of an emergency.

When you're in a rush to find a trader to fix an urgent issue — whether it's a leak, storm damage or being locked out — be cautious of sponsored adverts in online search results which offer extremely low prices, or cold callers offering special deals.

Approved Trader Schemes

Scotland's Approved Trader Directory
https://approvedtrader.scot

Buy with Confidence
www.buywithconfidence.gov.uk

Professional Bodies/ Trade Organisations

Trustmark
www.trustmark.org.uk

Trade Association Forum
www.taforum.org/member-directory

Master Locksmiths Association
www.locksmiths.co.uk

Federation of Master Builders
www.fmb.org.uk

Make sure your devices and accounts are secure. Be very suspicious of any emails, texts or calls supposedly from banks, government agencies or service providers which ask you to provide details, passwords or pins, or to make a payment.

Advice on Staying Safe Online

National Cyber Security Centre
www.ncsc.gov.uk/collection/top-tips-for-staying-secure-online

Police Scotland
www.scotland.police.uk/advice/internet-safety/cybercrime/

Cyber and Fraud Hub
cyberfraudhub.org/resources

Financial Conduct Authority
www.fca.org.uk/consumers

Get Safe Online
www.getsafeonline.org

AskSilver Scam Checker
www.asksilver.com

Keep your home and family safe - buy electrical goods, cosmetics, health products and toys from reputable retailers.

Avoid buying these items from third-party sellers on online marketplaces, no matter how cheap they are. These platforms are currently not legally responsible for the safety of goods sold via their sites.

Advice on Shopping Online Safely

National Cyber Security Centre
https://www.ncsc.gov.uk/guidance/shopping-online-securely

Anti-Counterfeiting Group
www.a-cg.org/consumer-advice/avoiding-fakes-online

Electrical Safety First
www.electricalsafetyfirst.org.uk

Child Accident Prevention Trust
capt.org.uk/toy-safety

Information on Product Safety and Recalls

Office for Product Safety and Standards - Product Safety Alerts & Recalls
www.gov.uk/product-safety-alerts-reports-recalls