

MURPHY ALERT

CORONAVIRUS NATIONAL TRACK AND TRACE

Government contact tracers may contact you via telephone, text message or email if you or someone you've been in recent contact with tests positive for coronavirus. You can provide this information online or over the phone if you prefer. **Be aware that scammers may contact people pretending to be tracers and try to steal information or commit fraud.**

GENUINE CONTACT TRACERS WILL

- ✓ Call you only from 0300 013 5000 *
- ✓ Send text messages only from 'NHS' *
- ✓ Ask for your full name, date of birth and postcode
- ✓ Ask if you've had any coronavirus symptoms
- ✓ Ask you if you live in a household with other people
- ✓ Ask if you work in or have visited a setting with other people
- ✓ Ask you for the name, phone number or email address of people outside your household that you have been in close contact with recently
- ✓ Ask you to visit official government and NHS web sites that end with .gov.uk, .nhs.uk or .gov.scot

GENUINE CONTACT TRACERS WILL NOT

- ✗ Call or text from any other number, or withhold their number
- ✗ Ask for payment or try to sell you a product
- ✗ Ask you to call a premium rate number (09 or 087)
- ✗ Ask for credit card or bank details
- ✗ Ask you about passwords or PINs
- ✗ Ask for your personal medical information or that of your contacts
- ✗ Provide medical advice
- ✗ Ask you to download software to your PC or hand over control of your PC, smartphone or tablet to anyone.
- ✗ Ask you to visit any web site except official government or NHS sites

* Caller ID and text messages can be faked - if in doubt, visit the official government web sites.