



**PASSION. DETERMINATION. LEADERSHIP**

## **Covid 19 - NHS Test and Trace**

The information below it to help you make sure you are in contact with the right people.

### **Genuine Contact Tracers will.**

- ✓ Initially contact you by sending a text messages from 'NHS', calling you from 0300 013 5000 or by e-mail.

### **They will ask.**

- ✓ That you sign into the NHS test and trace contact-tracing website seen here: <https://contact-tracing.phe.gov.uk>
- ✓ Your full name and date of birth to confirm your identity, and postcode to offer support while self-isolating.
- ✓ About the coronavirus symptoms you have been experiencing.
- ✓ You to provide the name, telephone number and/or email address of anyone you have had close contact with in the two days prior to your symptoms starting.
- ✓ If anyone you have been in contact with is under 18 or lives outside of England.

### **They will never.**

- Try and get you to dial a premium rate (09 or 087) number to speak to them.
- Ask you to make any form of payment or purchase a product or any kind.
- Try and get you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else.
- Ask you to access any website other than this one <https://contact-tracing.phe.gov.uk>
- Try and get any details about your bank account.
- Ask you for any passwords or PINs.
- Try and get you to set up any passwords or PINs over the phone.
- Ask for your social media identities or login details, or those of your contacts.
- Offer any medical advice on the treatment of any potential coronavirus symptoms.

If you suffer from fraud as the result of any such scams then please do report to Action Fraud using the link here: [Action Fraud website](#)

The National Cyber Security Centre is also keen to have phishing attacks that people receive forwarded to them via the e-mail address here: [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

