

# CASE STUDY 1

## SAVVY ABOUT SCAMS

Helen clicks on a Facebook link for some jewellery which would be a perfect gift for her sister who has a big birthday coming up. The prices are very good and there are plenty of options. Helen has been browsing the internet for gifts so this is perfect timing. She needs to sign up to a subscription to get the offer. It isn't completely clear how the subscription works but she goes ahead anyway- the offer finishes in 30 mins and she can unsubscribe later.



# SAVVY

## ABOUT SCAMS

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QUAKER  
SOCIAL  
ACTION  
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MADE OF MONEY

Financial wellbeing support for families and individuals



# CASE STUDY 2

**SAVVY**  
**ABOUT SCAMS**

Mo receives a text saying that his energy bill hasn't been paid because the direct debit has been stopped. Mo thinks to himself that he doesn't remember changing his direct debits but he hasn't been well recently so maybe he forgot. There's a link in the text to make sure his account details are correct.



# SAVVY

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# CASE STUDY 3

## SAVVY ABOUT SCAMS

A Sky employee calls Gina to say an engineer has been booked due to a problem with Wi-Fi in the area. At the booked time the engineer calls and asks for access to the Gina's PC to check the Wi-Fi speeds. She goes on to her PC and gives the engineer access to it. The engineer checks the internet speeds via the PC, says the Wi-Fi speed is very slow and that the customer is owed a refund. Gina is asked to provide her bank details.



# SAVVY

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# CASE STUDY 4

**SAVVY**  
**ABOUT SCAMS**

After finishing some online shopping on Tesco, Sara sees a pop up advert saying she has won an M&S gift card. She clicks on the link and enters her details, including name, address and full date of birth.



# SAVVY

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