There are lots of reports across social media of Test & Trace scams.

Please remember, genuine texts, calls or emails from the NHS service won't ask you for any personal details upfront.

You'll be given a unique ID number to log in to the NHS Test and Trace website. The ONLY official web address for the NHS Test and Trace service is: https://contact-tracing.phe.gov.uk/

Once you've logged in using your ID, you'll be asked to enter some basic information about yourself including:

- Your name, date of birth and current address
- the names of the people you live with
- places you've recently visited
- names and contact details of people you were in touch with around 48 hours before you developed symptoms.

You won't be asked to share this information upfront over a call or text, so if someone is asking you for it directly, they are a scammer.

Contact tracers will never:

✖ ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087)
✖ ask you to make any form of payment or purchase a product of any kind
✖ ask for any details about your bank account
✖ ask for your social media identities or login details, or those of your contacts
✖ ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
✖ disclose any of your personal or medical information to your contacts
✖ provide medical advice on the treatment of any potential coronavirus ymptoms
✖ ask 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 that does not belong to the government or NHS

Stay scam aware, and report any suspicious approaches to Norfolk Trading Standards via 0808 223 1133.