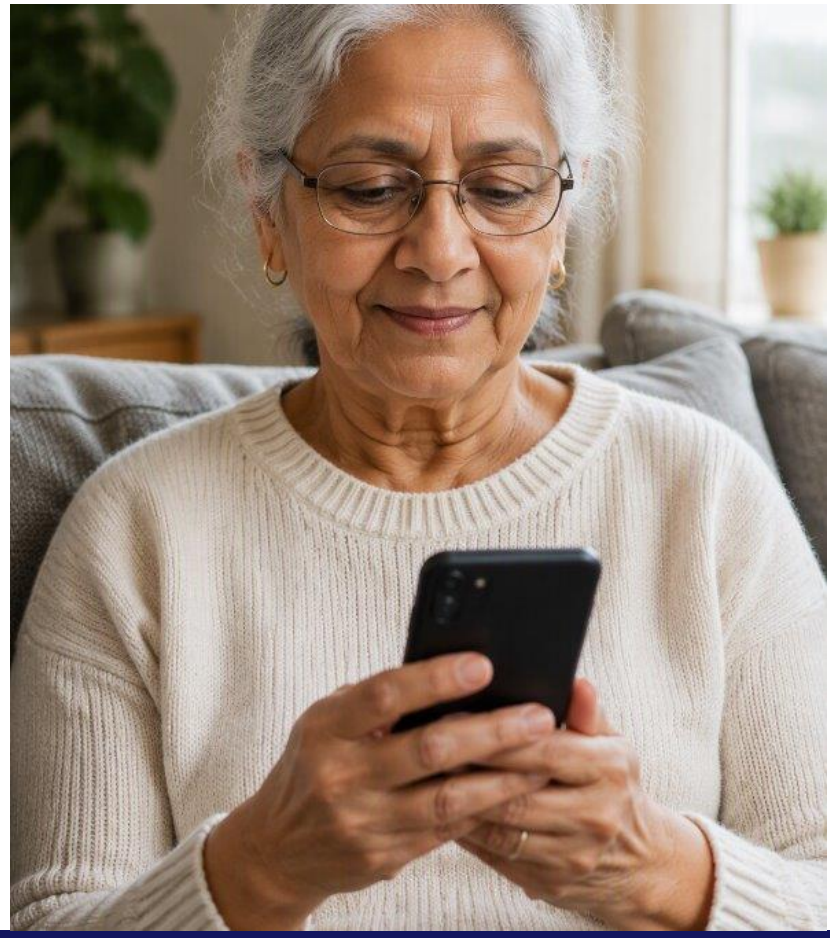
Scams & Digital Safety

Pause. Check. Protect

Staying connected. Staying informed. Staying safe



Jacqui Corscadden, Head of Business Development

Digital safety in everyday life

Simple habits help us stay safer and more confident online

Phone and text

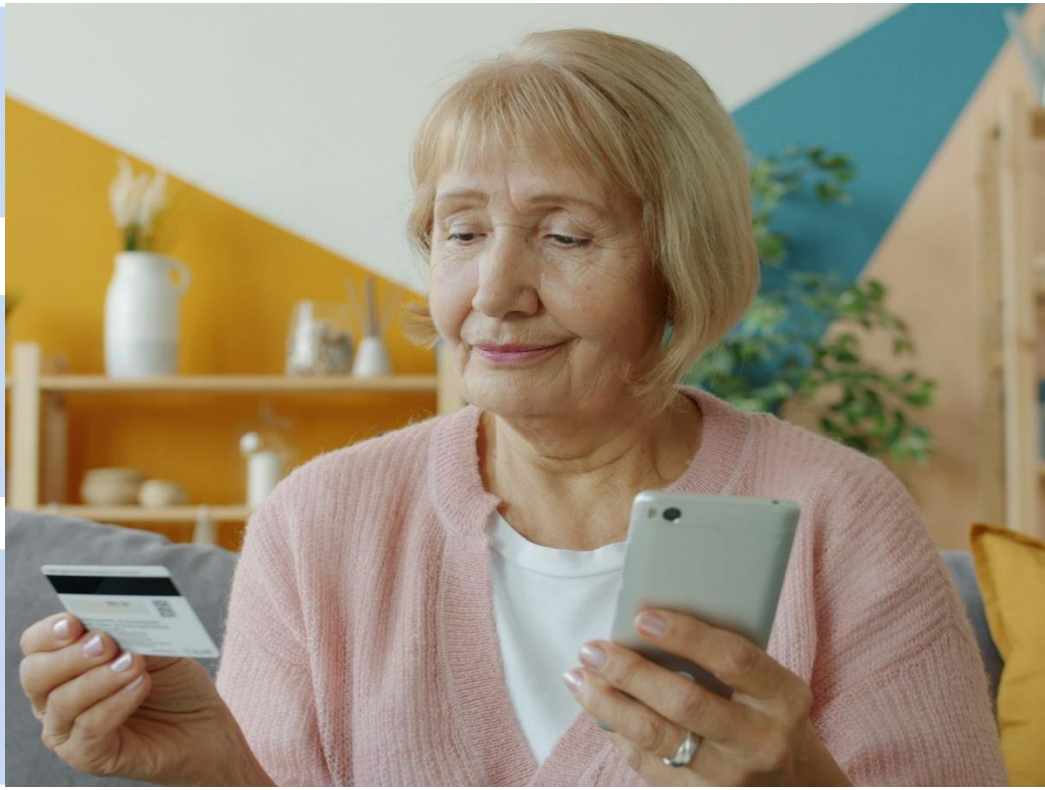
Pause before responding to unexpected requests, links or security codes

Email and websites

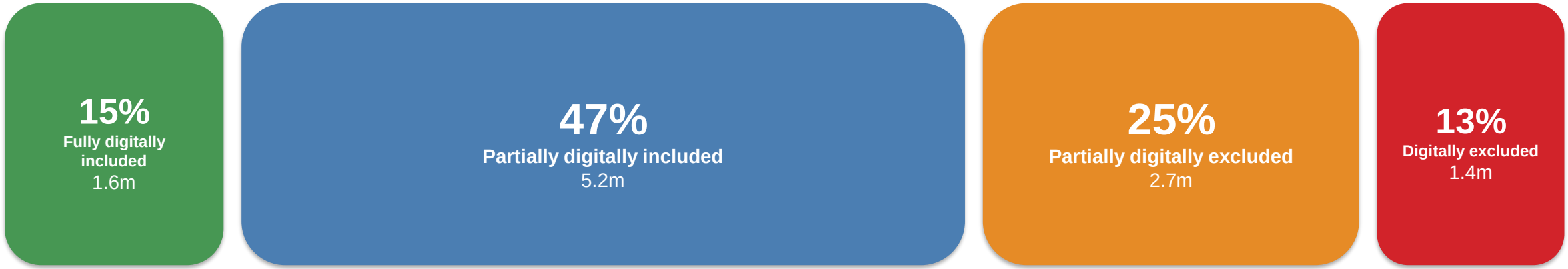
Check the sender and web address before opening links, attachments or making payments

Devices and accounts

Use strong, different passwords, switch on two-step verification and keep devices updated.



Digital confidence is not all or nothing



Why this matters for scams

30% of digitally excluded over-65s said concerns about online fraud and sharing personal data were among the reason they did not go online.

Our role is to build confidence, not fear: Pause. Check. Protect.

Source: Age UK, Digital Done Right, published 3 September 2026. Figures relate to people aged 65+ in England.

Four warning signs

One sign is enough to pause

Too good to be true
An unrealistic prize, bargain or return

Contacted out of the blue
An unexpected call, message, letter or visit

Personal details requested
Passwords, PINs, bank or identity information

Money is requested
Pressure to pay or move money quickly

Urgency is a signal to slow down

Scams and fraud in Northern Ireland

Reports show why awareness and simple safety checks matter

525 cybercrime reports recorded with reported losses of £85.7k

2,711 fraud reports recorded with reported losses of £14.9m

Source: NFIB Fraud and Cybercrime Dashboard 1 April 2025 to 31 March 2026.

Florence’s experience – A reminder that anyone can be targeted



Pause. Check. Protect

A simple response to suspicious contact

1

PAUSE

Stop and take time. Do not be rushed

2

CHECK

Speak to someone you trust. Contact the organisation independently

3

PROTECT

Never share passwords, PINs, bank details or access to your device

If you or someone you support may have been scammed

Act quickly, stay calm and avoid blame

1. Contact your bank
Report suspicious transactions or card activity immediately

2. Report it
Contact the police and Report Fraud

3. Get support
Talk to someone you trust. Practical and emotional support is available



Useful contacts

Keep these details somewhere easy to find

Age NI Advice Service
0808 808 7575 Monday to Friday, 9am to 5pm

Consumerline
0300 123 6262 / Consumer rights and trader complaints

PSNI
999 in an emergency / 101 for non-emergencies

Report Fraud
0300 123 2040 / Fraud and cybercrime reporting

Suspicious Texts
Forward the message to 7726

Your bank
Use the number on your card, statement or official website

Staff: follow local safeguarding or reporting procedures if you are concerned about someone's safety.