# Dealing with Security Issues

(in the wake of the TalkTalk scare)

# Ironically you are probably safer staying with TalkTalk now than you have ever been!

# What You Should Do

## 1) Reset your email password

## 2) Monitor your accounts

## 3) Run a full virus scan

## 4) Run Malwarebytes

## 5) Be aware of other scam techniques

# How to reset your email password

**Step 1 - Log in to My Account**
Log in to [My Account](#) by entering your email address and current password.

**Step 2 -** Select **Change Password** in the top navigation bar.

**Step 3 –** Now select **Change password** next to the email address you want to change.

**Step 4 -** Enter your new password into the **New password** and **Confirm password** boxes, and then select the **Confirm** button.

**NOTE:** It can take up to five minutes for the password to update and for you to be able to login.

# Monitor your accounts

Keep an eye on your accounts over the next few months. If you see anything unusual, contact your bank and Action Fraud straight away on **0300 123 2040** or via their website.

# http://www.actionfraud.police.uk/

# Be aware of the following scam techniques:

# **Fake refunds**

Scammers may try to persuade you to provide personal information by telling you that you are due a refund. The PPI scam calls are a perfect example of the 'refund scam'.

If you are due a refund, then the company that owes you ought to have your information available and wouldn't ask for banking or personal details.

If in doubt, hang up and call the company yourself.

# Asking for bank details

If you have received a call asking for your bank details, this is likely to be a scam. If you are ever unsure, hang up and call the company back on their official number.

If you are an existing TalkTalk customer and we call you - remember we will never ask you to give us your bank account details, unless we've already had your specific permission.

If you need to supply account details to us in order to set up or change up a direct debit instruction, you can do this through your My Account, or call us on the number displayed on your bill.

# **Offering technical support**

More scammers are calling people trying to gain remote access to their computer to steal personal information.

You shouldn't be asked to pay for viruses to be cleared from your computer, or to fix any issues over the phone. If you are, don't give them any details and hang up. Unless we have your explicit permission in advance, we will never call you and ask you to download software onto your PC, or take over your computer in order to fix a problem.

Never check your account balance while a third party has remote access to your computer.

# Directing to a scam website

Scammers may direct you to a website that looks like it could be an official site. Make sure you are definitely on the right website and not on a scammer site.

Scam websites will often have **poor quality** of **logos** and general design. If you are in any doubt, leave the website.

# **Pushy sales calls**

Anyone rushing you into buying a service or product and pushing for your bank details could be scamming you.

Don't allow yourself to be pressured or bullied.

# Remember:

- TalkTalk will **NEVER** call you and use an account number to identify you or prove that the call is genuine
- TalkTalk will **NEVER** call you, or send you texts/links over email asking you to provide bank details unless we have had specific permission from you to do so (for example, so you can pay your bill)
- We will **NEVER** call you or send you texts/links over email asking to 'remote connect' to your computer, unless we have had a specific request from you.
- TalkTalk will **NEVER** call you, or send you texts/links over email asking you to download software onto your PC, unless you have previously contacted us, discussed and agreed a call back for this to take place
- TalkTalk will **NEVER** call you, or send you texts/links over email asking you to provide your full password. We'll only ever ask for two digits from it to protect your security

# What they won't do

**TalkTalk will <span style="color:red">NEVER</span> call customers and ask you to provide bank details unless we have already had specific permission from you to do so.**

**TalkTalk will also NEVER:**

- Ask for your bank details to process a refund. If you are ever due a refund from us, we would only be able to process this if your bank details are already registered on our systems.
- Call you and ask you to download software onto your computer, unless you have previously contacted TalkTalk, discussed and agreed a call back for this to take place.
- Send you emails asking you to provide your full password. We will only ever ask for **two digits** from it to protect your security.