

FIREFIGHTERS' PENSION SCHEME 3/2012

WHO SHOULD READ: The Chief Executives, Fife Council and Dumfries and Galloway Council. Chief Fire Officers, Clerks to Joint Boards.

ACTION: To read and circulate to all relevant parties

SUBJECT: Pension Telephone Scam

The purpose of this circular is to:

- Raise awareness of a cold calling scam.

We understand that a small number of our members and pensioners from our NHS and Teachers schemes have received recorded phone messages from an organisation presenting itself as *"The Pensions Helpline"* or *"your pension provider"*.

From what we have been told, the recordings suggest that *"people born after 1952"* are due a *"bonus"* or that *"you may be at risk of losing part of your pension"*. Recipients are prompted to press a number between 1 and 9 to continue the call.

It is of concern that people receiving these messages may believe that they are being contacted by their pension provider and that personal or financial information may be given as a result of one of these calls.

SPPA wishes to draw attention to this scam and has been raising awareness amongst our customers that we do not cold call in this manner and never requests bank details over the phone.

Available evidence suggests that this is a UK-wide scam not specifically targeting SPPA members and pensioners. Nevertheless, SPPA treats such risks very seriously and has taken a number of steps to ensure that its customers, staff and other relevant organisations are aware of the risk of fraud and are taking appropriate countermeasures. This includes contact with Action Fraud to highlight the scam and awareness raising amongst counter fraud contacts within other Scottish public bodies.

SPPA's advice to customers is as follows:

- Put the phone down on unsolicited telephone calls.
- Never give personal or financial information out to anyone who cold calls you on the telephone.
- Report any scams to Action Fraud [online](#).
- To discuss your SPPA pension please contact us directly.
- Help reduce unsolicited calls by registering with the [Telephone Preference Service](#).



Jonathan Sharp
Communications Manager
20th November 2012

Contact Information:

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