

NATIONAL HEALTH SERVICE SUPERANNUATION SCHEME (Scotland) 07/2012

WHO SHOULD READ: HR departments
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 phone scam
- make clear that SPPA does not cold call scheme members and pensioners

We understand that a small number of our scheme members and pensioners 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 they may be at risk of losing part of their 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 SPPA and that personal or financial information may be given as a result of one of these calls.

We wish to draw attention to this scam and raise awareness that we do not cold call customers in this manner and never request bank details over the phone. SPPA only ever requests such information in writing, when it is appropriate to do so.

Available evidence suggests that this is a UK-wide scam not specifically targeting our members and pensioners. Nevertheless, we treat such risks very seriously and have taken a number of steps to ensure that our 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.

Our advice to customers is as follows:

- put the phone down on unsolicited telephone calls
- never give personal or financial information to anyone who cold calls you by telephone
- report any scams to Action Fraud [online](#)
- to discuss your NHS pension please contact us directly
- help reduce unsolicited calls by registering with the [Telephone Preference Service](#).

Jonathan Sharp
Communications Manager
20 November 2012

Contact information:

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