



Potential telephone digital switchover scams

Essex Trading Standards is concerned that some elderly and vulnerable people may be tricked into revealing personal or financial information by fraudsters claiming they are contacting them to carry out the digital switchover or help them with phone line-linked telecare systems.

From 2025, the old analogue copper telephone landline network will be switched to digital, meaning that all phone calls will go through the internet using broadband. Criminals are using the switchover from analogue to digital telephones to scam vulnerable people. These fraudsters may claim they are calling from the resident's telephone or telecare service provider over the phone, via email, or in person on residents' doorsteps. Other unscrupulous people may also try to sell equipment or get them to sign up to expensive contracts.

Trading Standards are reminding individuals to never provide personal or financial information to a cold caller, whoever they may claim to be. If you believe the caller is genuine, ask to phone them back on a publicly listed telephone number.

Information on the changeover can be found on the Gov.UK website [here](#) or via AgeUk [here](#).

If someone you know has been the victim of a scam then they need to contact their bank immediately and report it to [Action Fraud](#) by calling 0300 123 2040.