



Contact Citizens Advice for rapid help with online scams

Citizens Advice has set up a new Scams Action service to help people who have been scammed or defrauded online, or think they might have been.

Call a Scams Action specialist adviser on 0300 330 3003 if you want to report an online scam. You can also call us if you're acting on behalf of someone else who has been scammed. We'll let you know what to do next and give you support with any problems you might be facing.

The Scams Action helpline is open Monday to Friday, 9 a.m. to 5 p.m. (closed on bank holidays). We don't charge for calls to the helpline but check with your telephone provider for their conditions.

You can also use our "chat" service to talk to an adviser on the web. Chat is available from [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) Monday to Friday 9 a.m. to 5 p.m.

For more guidance telephone Citizens Advice Consumer Service on 03454 040506 or visit Citizens Advice during opening hours. Details of office locations are on [www.citizensadvice.org.uk/local/oxfordshire-south-vale](http://www.citizensadvice.org.uk/local/oxfordshire-south-vale)