

We'll NEVER
use your TalkTalk account
number to prove a call is
genuine.



Get ahead - don't let the scammers beat you

Hello %name%

Scammers are always thinking up more sneaky and sophisticated ways to **separate you from your personal information or hard-earned cash**. That could include making phone calls that sound genuine and sending emails that look official, so it's important you get ahead so you can **beat the scammers**.

[Learn about online scams](#)

The latest scams you should be aware of:

✘

“ We've detected your PC has a virus or is running slow. ”

The attacker will show you 'evidence' that you have a virus and ask you to make a debit card payment to fix it. **Don't do it.**

We've partnered with **cyber security experts F-Secure** to help defend you against a wide range of everyday online attacks.

[Activate SuperSafe Now](#)

The caller claims to be from a Scam Call Company working on behalf of all the telecoms companies, guaranteeing that they can stop scam calls for a one-off fee of £21.99. **Don't buy it.**

Our telephone security feature works in the background to help **stop unwanted callers** before they reach you.

[Download CallSafe Now](#)

✘

“ Stop scam calls for a one-off fee of £21.99 ”

Other ways TalkTalk can keep you safe



Scam Protection

Filter websites identified as being misused by scammers and you can report websites using **Scam Report** – peace of mind when you're online.

[Get it now](#)



Home Safe

Stop content that isn't family-friendly at your router, meaning **we'll filter your home Wi-Fi at the source**, by blocking any inappropriate content.

[Activate it now](#)



TalkSafe

By creating a voiceprint, a bit like a fingerprint for your voice, we can verify that it's you on the phone without having to ask any security questions.

[Get it now](#)

Did you know £11 billion is stolen across the globe each year by fraudsters? It's a growing problem that we want to put an end to. And with the end of the summer, Black Friday and then finally Christmas fast approaching, **you're bound to be splashing your cash a little more than any other time of the year.** So now's the time to get in the know.

BEAT THE SCAMMERS

Come on, let's beat the scammers!

Report a scam **Join the discussion** **Get CallSafe** **Download SuperSafe**

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Your TalkTalk Team

TalkTalk

TV, broadband, mobile & phone

A known scammer
has contacted you.

Here's what to do.



Hello %first_name%

We're tracking the phone numbers of scammers and have found that someone suspicious has called you recently, possibly claiming to be from TalkTalk. **To protect yourself, your accounts and your money, please call your bank immediately.**

Call your bank now to protect yourself

Check with your bank to make sure there's been no activity on your account that you don't recognise, from changing passwords to transferring money.

It's also be a good idea to update your passwords yourself now, just to be safe. Then have a read of our [Beat The Scammers website](#) to understand how to avoid fraud in the future.

Things we will never do over the phone

- Ask for your full password - we will only ask for two digits
- Ask for your bank details to process a refund
- Ask you to send money through services like MoneyGram or Western Union
- Quote your TalkTalk account number to prove the call is genuine

If you're called by someone claiming to be TalkTalk and they do anything of these things, hang up immediately and report them to us through [My Account](#).

If you'd like to find out more about scams, visit our [Beat The Scammers website](#). And remember to contact your bank to protect your accounts.

Your TalkTalk Security Team



Is this email genuine?

Click [here](#) for help and advice on how to stay safe online.

A brighter home for everyone

TalkTalk Telecom Limited, 11 Evesham Street, London, W11 4AR.
Registered in England & Wales No. 4633015.



Viruses, scams and banking fraud... no thanks

Protection from TalkTalk and F-Secure

Hello %%personalised%%,

In a few clicks or taps, you could put an invaluable barrier between you and online scammers. Your SuperSafe security – included in your TalkTalk package – is easy to download, won't slow down your device and works automatically. Why let it go to waste?

- **Antivirus protection** automatically scans your device to detect and remove viruses.
- **Browsing protection** checks and blocks web pages that try to steal your details.
- **Banking protection** adds another layer of security to online banking and shopping.

Get started

Simply download, log in and relax



Download the software

Open this email on the device you want to protect, then click 'Get started'.



Log in to your account

When you're asked to log in, you will need to use your SuperSafe account details



Can't remember your login details?

Remember – your username is your email address and you can reset your password on your [SuperSafe account page](#).

Get help setting up with the [SuperSafe help page](#).

Get started

Trusted by millions for very good reasons

In one month alone, SuperSafe did all this to protect TalkTalk customers*:

14.2 million

unsafe or harmful websites blocked by Browsing Protection

64,000

viruses, malware and spyware blocked by Virus Protection

819,000

bank and shopping sessions secured by Banking Protection

876,000

inappropriate websites blocked by Parental Controls



Please update your PC so SuperSafe can protect you

Hello %%personalised%%,

Right now your PC has SuperSafe security, which protects you from banking fraud, viruses and other online nasties.

But from 30 June SuperSafe won't be able to protect your PC if it still runs on Windows Vista, as it is no longer supported by Microsoft. So you'll need to update this software – which will also speed up your computer, give you new features and fix any bugs you may have noticed with Windows Vista.

You can get the full story at our [Windows Vista upgrade page](#).

Here are the steps you need to take

1

First choose your software

SuperSafe will protect any PC running on Windows 7, Windows 8 or Windows 10.

We recommend you use Windows 10, as it will allow you to receive important updates. There's more about buying and installing this on the [Microsoft Support Pages](#).

2

Re-install SuperSafe

You can do this from the [SuperSafe download page](#).

We recommend you upgrade as soon as possible, and remember to re-install SuperSafe straight away. The longer you go without, the longer your computer is vulnerable.

Your TalkTalk Team

Please do not reply to this email, emails are not monitored.

This is not a marketing email. It is information about the products and services you have with TalkTalk.

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