



Are you also afraid of being swindled on the internet?

Online fraud is ever more common. Here is some important advice on how you can protect yourself against fraud and scams.

Common scams

» **You receive an email telling you there is a problem with your bank account** or

that you've won a lottery. The scammer wants you to reply to the email or click on a link in it and fill in your bank account details.

How to protect yourself:

Hover your cursor over the address field so you can see if the email address looks suspect. Don't click on any links and be careful about where and to whom you give your bank account details.

» **You receive a phone call from someone who says they're from the Swedish Tax Agency** and that you are going to get a tax refund. You are asked to log in to your internet bank.

How to protect yourself:

If someone you don't know calls you and you become uncertain: hang up the phone, or ask them if you can call them back on a number that you find out yourself. This is regardless of whether the person says they're a close relative or that they're from a government agency, a bank or a company.

» **You receive a text message that appears to be from a postal delivery company** and you are asked to pay a fee for a package.

How to protect yourself:

Don't click/tap on the link and don't fill in your account details. If you have ordered a package, check whether you actually need to pay anything.

How to protect yourself

Protect your login

- » Your password is personal and must never be disclosed.
- » Use a screen lock on your mobile phone, computer and tablet, with a code or fingerprint scanner, for example.
- » Use different passwords for apps and accounts you have on the internet. Examples of bad passwords many people use:
1234, 9999, Pelle19, Fatima82, Tusse2.

Protect your BankID and email

- » Never disclose card details, the code for your BankID or other sensitive information to anyone e-legitimation, till exempel BankID.
- » Banks and government agencies never contact you by phone or text message to ask you to log in using BankID or a security token.
- » Never click on links from unknown senders in emails or text messages. The link may contain harmful viruses.

Always report crimes to the police by calling 114 14.

For crimes in progress call 112.

Read more about online security

Police advice

The police provide suggestions and advice for how to protect yourself against digital fraud:

<https://polisen.se/utsatt-for-brott/skydda-dig-mot-brott/bedrageri/>



More suggestions from the City of Gothenburg

The City of Gothenburg has information and tips for anyone who wants to increase their digital knowledge:

goteborg.se/blimerdigital



Scan the QR code with your mobile phone to open the web page.

Would you like more information?

Visit your nearest library, citizens' office or meeting point for seniors.