

NHS TEST & TRACE CALL ADVICE

If NHS Test and Trace calls you by phone, the service will be using a single phone number 0300 0135 000. The only website the service will ask you to visit is <https://contact-tracing.phe.gov.uk>.

Contact tracers will never:

- ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product or any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- disclose any of your personal or medical information to your contacts
- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

Share this information with family and friends, protect yourself and others.