

# TalkTalk Security Breach



Last week the phone and broadband provider TalkTalk was targeted by hackers with a cyber-attack. TalkTalk has confirmed that hackers only targeted the website and not their core systems. The Metropolitan Police Cyber Crime Unit has launched a criminal investigation.

If you are a TalkTalk customer there is a chance that some of the following data may have been accessed by hackers:

- Name, Address, Date of birth, Email address, Telephone number, Talk Talk account information, Credit and debit card details and/or bank details.

## What you can do

- Change your TalkTalk password/s immediately
- Contact your bank and let them know your account may be accessed
- Watch your bank and TalkTalk accounts over the next few months
- Report suspicious activity on your accounts to your bank and TalkTalk
- Visit TalkTalk's website for updates and find out what else you can do

## Scams

Scammers are already using the opportunity to target TalkTalk customers with scams. Be wary of any calls claiming to be from TalkTalk, especially if they are asking you to confirm personal details. Also be aware that the scammers could also claim to be from your bank and ask for personal details.

## Remember

- TalkTalk will **NEVER** call customers asking for personal details or passwords and would not call you to offer you a refund
- Your bank will **NEVER** call and ask you to transfer money into another account

If you receive a call from someone claiming to be from Talk Talk, hang up the phone and leave it for five minutes before you contact TalkTalk on a number you know to be correct, or if you can, use a different phone.

To verify the identity of the caller or for any advice relating to the cyber-attack please call TalkTalk on (Freephone) 0800 083 2710.

Report fraudulent calls and emails to Kent Trading Standards via the Citizens Advice consumer service on **03454 04 05 06**.

For online safety advice please visit [Get Safe Online](#)