

We hope this message finds you well. We are writing to inform you of an important issue regarding potential scams and fraudulent activities targeting our valued customers.

It has come to our attention that there may be individuals or organisations falsely claiming to represent our company, attempting to deceive you into making payments for equipment or services.

We want to be clear:

- All our equipment and services are provided to you free of charge. We will never ask you to pay anything.

Please be vigilant and aware of the following signs of a scam:

- Unexpected payment requests: If you receive a message, email, or phone call requesting payment for equipment or services, do not respond. This is a scam.
- Requests for personal information: Be cautious if someone asks for sensitive information such as your bank account details, credit card information, or passwords. We will never ask for this information in relation to our free services.

If you are ever unsure about the legitimacy of a request or communication, please contact us directly on 0330 174 2869. Do not use any contact details provided in the suspicious message.

We take your security seriously and are committed to protecting you from fraudulent activities. If you have any questions or concerns, or if you believe you have been targeted by a scam, please let us know immediately.

Thank you for your attention to this important matter.