

Protecting Your Elderly Relatives

A Complete Guide to Fraud Prevention

Produced by Silent Erase — silenterase.com — ICO Registered C1971457

Why This Guide Matters

Every day thousands of elderly people across the UK are targeted by fraudsters who know their name, address and phone number. This is not a coincidence — criminals buy this information from websites called data brokers and use it to make scam calls seem legitimate.

UK residents over 65 lose an estimated £3 billion to fraud every year. This guide will help you understand the threats and take practical steps to protect your loved ones today.

Section 1 — Why Elderly People Are Targeted

Fraudsters target elderly people because they are statistically more likely to be home during the day, more trusting of authority figures and in many cases have savings to steal.

Most importantly their personal data — home address, phone number and daily routine — is more extensively listed in public records than younger people. Data broker websites collect this information and sell it to anyone willing to pay, including criminals.

Section 2 — The 5 Most Common Scams

1. Bank Impersonation Scams

A caller claims to be from their bank. They know their name and sometimes their address. They say the account has been compromised and ask them to transfer money to a safe account.

& p WARNING: bank will ever ask you to transfer money to a safe account. Always hang up and call the bank directly using the number on the back of the card.

2. HMRC Phone Scams

A caller claims to be from HMRC saying there is a warrant for arrest due to unpaid tax. They demand immediate payment.

& p WARNING: HMRC will never call threatening arrest or demanding immediate payment. This is always a scam.

3. Romance Fraud

Fraudsters create fake online profiles and build relationships with lonely elderly people before asking for money. UK victims lost £92 million last year.

4. Doorstep Fraud

Criminals visit elderly people at home offering fake services at low prices then demand large cash payments for unnecessary or poor work.

5. Computer Support Scams

A pop-up or call claims their computer has a virus and asks for remote access. The criminal then steals banking details or installs malware.

Section 3 — How Their Data Gets Exposed

Personal information appears in public records such as the electoral roll, phone directories and company registrations. Data broker websites scrape these sources automatically and sell profiles on millions of UK residents.

A fraudster can purchase a list of elderly people living alone in a specific postcode for just a few pounds — including their name, address and phone number.

Section 4 — Your Protection Checklist

Work through this checklist to protect your elderly relatives right now:

- 'Remove their data from data broker sites — use Silent Erase (silenterase.com) or send GDPR erasure requests manually
- 'Register with the Telephone Preference Service at tpsonline.org.uk — reduces marketing calls
- 'Set up call blocking — BT Call Protect, Sky Shield and Virgin Media all offer free blocking
- 'Set up a bank password — most banks offer a verbal password to verify genuine calls
- 'Have an open conversation — agree they will always check with you before sending money
- 'Check their email for breaches — visit haveibeenpwned.com
- 'Check suspicious numbers — use silenterase.com/silent-guard
- 'Save Report Fraud in their phone — 0300 123 2040
- 'Check their social media privacy settings — lock down public profiles
- 'Register with the Mail Preference Service at mpsonline.org.uk — reduces junk mail

Section 5 — If They Have Already Been Scammed

If you discover your elderly relative has been targeted act immediately:

1. Contact their bank immediately — call the fraud number on the back of their card and ask them to freeze the account.
2. Report to Report Fraud — call 0300 123 2040 or visit reportfraud.police.uk.
3. Do not tell them off — reassure them it can happen to anyone and that it is entirely the criminal's fault.
4. Remove their data from broker sites — after a fraud their data is often shared further within criminal networks.

Section 6 — Long Term Protection with Silent Erase

Silent Erase Guardian plan (£19.99/month) lets you protect up to 5 family members from one dashboard:

- 'Automatic removal requests sent to 500+ data broker sites
- 'Daily dark web monitoring with instant breach alerts
- 'Family member dashboard — monitor everyone from one place
- 'Silent Guard phone checker — check any suspicious number instantly
- 'Monthly privacy reports showing exactly what was found and removed

Start with a completely free scan at silenterase.com — no credit card required.

Section 7 — Useful Contacts

Report Fraud: 0300 123 2040 | reportfraud.police.uk

Age UK fraud advice: 0800 678 1602 | ageuk.org.uk
Citizens Advice: 0800 144 8848 | citizensadvice.org.uk
Telephone Preference Service: tpsonline.org.uk
Mail Preference Service: mpsonline.org.uk
ICO (data protection): 0303 123 1113 | ico.org.uk
Silent Erase: silenterase.com | admin@silenterase.com

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