



NIFC COMMUNITY AWARENESS UPDATE



NIFC COMMUNITY AWARENESS UPDATE 4/24 (19 Apr 24)

(The Community Awareness Update provides general information to enable personnel to keep up-to-date with routine correspondence; it is not provided for mission-related items and does not replace the Emergency Messaging System.)

WELCOME TO ALL OUR NEW 'FAMILY' MEMBERS; THE COMMUNITY AWARENESS UPDATE IS DESIGNED TO PROVIDE YOU WITH, HOPEFULLY, INFORMATIVE AND USEFUL INFORMATION.

CONTENT:

- **SCAM CALLS - VISAS**
- **FLIGHT IS DELAYED OR CANCELLED – KNOW YOUR RIGHTS**
- **TICKET FRAUD**
- **REPORT A CRIME.**

SCAM CALL – VISAS:

Separate reports of family members receiving calls from an unknown number (07623756723) with a voice recording saying there was a problem with their visa; they hung up and passed the number along.

Generally, '076' numbers are often tied to VOIP phones; this means they can originate from anywhere. It is typically safe to assume that an unsolicited '076' number is a scam.

FLIGHT IS DELAYED OR CANCELLED – KNOW YOUR RIGHTS:

It's frustrating when your flight is delayed or cancelled, but you should remember that you have rights. So, what happens if you get delayed - whichever airport you're flying from?

What flights are covered by consumer law? Flights operated by an airline departing from a UK airport, flights operated by a UK or EU airline arriving at a UK airport, or flights operated by a UK airline arriving at an EU airport.

Am I entitled to compensation for a delayed flight? If the delay is viewed as within the airline's control, they may have to pay out, but it doesn't include things like poor weather, air traffic control restrictions and security alerts.

How long must a flight be delayed before I can get assistance? This depends on how far you're travelling; if your flight is less than 1,500km (932 miles), it's at least two hours. If your flight is from 1,500km (932 miles) to 3,500km (2,175 miles), it's at least three hours, and if it's more than 3,500km (2,175 miles), it's at least four hours.

What should this assistance include? Sufficient food and drink, a means for you to communicate, and accommodation and transfers if you need to stay overnight.

Is it an emergency? Call 999

If it is not life threatening: Call 101 for the Civil Police; Call 111 for the NHS.

If you want to report a concern anonymously, you can report it via the Crimestoppers website or via their hotline on: 0800 555 111.

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What happens in reality? Airlines don't always provide this due to the large volume of requests and room shortages. The CAA says you can make your own arrangements and claim the cash back when this happens, but it advises that you don't 'spend more than is reasonable'.

How long must assistance be provided? It's until the flight takes off or you accept a refund if you don't travel.

What about getting to my destination? If a flight is cancelled, they must get you to your destination if you want to travel. Many will book you on another flight, but you could be entitled to travel with a different airline or via other transport.

What if I no longer want to travel? You are entitled to a refund if you've been delayed by more than five hours.

What if my flight is cancelled? You're entitled to a refund or a different flight.

What are my rights to assistance? This is the same as when your flight has been delayed.

Can I claim compensation if my flight is cancelled? You can if the reason is seen as within the airline's control, you had no more than 14 days' notice, and depending on the timings of a new flight.

If I can claim, how much money will I get? It should be around £110 to £520, depending on the route length and new flight timings.

TICKET FRAUD

Action Fraud, the national fraud and cybercrime reporting service revealed that £6.7 million was lost to ticket fraud last year and has launched a ticket fraud awareness campaign, warning people to be alert to fraudsters trying to catch out people planning for popular and sold-out events. Last year more than 8,700 people reported they had been a victim ticket fraud, with a total of £6.7 million lost. This works out to an average loss of £772 per victim.

How to protect yourself from ticket fraud:

- Only buy tickets from the venue's box office, the promoter, an official agent or a well-known and reputable ticket exchange site.
- Avoid paying for tickets by bank transfer, especially if buying from someone unknown. Credit card or payment services such as PayPal give you a better chance of recovering the money if you become a victim of fraud.
- The password you use for your email account, as well as any other accounts you use to purchase tickets, should be different from all your other passwords. Use three random words to create a strong and memorable password, and [enable 2-step verification \(2SV\)](#).
- Be wary of unsolicited emails, texts or adverts offering unbelievably good deals on tickets.
- Is the vendor a member of Society of Ticket Agents and Retailers (STAR)? If they are, the company has signed up to their strict governing standards. STAR also offers an approved Alternative Dispute

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Resolution service to help customers with outstanding complaints. For more information visit star.org.uk/buy_safe.

Report ticket fraud: If you feel at all suspicious, report the email to the Suspicious Email Reporting Service (SERS) at report@phishing.gov.uk. For more advice on how to stay secure online, please visit cyberaware.gov.uk.

Find out how to protect yourself from fraud: <https://stopthinkfraud.campaign.gov.uk>

REPORT A CRIME

Is it an emergency?

- Does it feel like the situation could get heated or violent very soon? Is someone in immediate danger? Do you need support right away? If so, please call 999 now.
- If you have a hearing or speech impairment, use the textphone service **18000** or text on **999** if you've pre-registered with the emergencySMS service.
- If you've witnessed or been the victim of crime please report it to the police.
- Reports are dealt with by a control room in exactly the same way whether you report it online or by telephone.
- Before you give details of the crime, you will be asked a few questions to make sure you go to the relevant online form.

Wherever you are, whatever the situation....



**If you see something, say something.
Stay Alert, Stay Alive!**

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