

# Call Blocker – Application Form



This document covers the terms and conditions relating to the installation of the Norfolk Against Scams Partnership (NASP) provided call blocker device (unwanted call blocker).

## The Device

The call blocker device helps those that receive unwanted telephone calls. This is particularly useful for people that have been victim to scam telephone calls. Scam telephone calls are where scammers look to extort information and/or money from the victim by means of deception.

## Suitability Questions

1) Has the client received scam or nuisance phone calls **in the last six months?**

Yes  No  Unsure

2) On average, how many scam or nuisance phone calls do they receive per week?

.....  
3) Has the client suffered a financial loss due to scam or nuisance phone calls?

Yes  No  Unsure

4) If 'Yes', how much has the client lost to scam or nuisance phone calls?

.....  
5) Is the client worried they may lose money to scams and nuisance calls in the future?

Yes  No  Unsure

6) Has the client suffered emotional distress due to scam or nuisance phone calls?

Yes  No  Unsure

7) Does the client receive other types of scam communication?

Post  Email  Text Messages  Doorstep Cold Callers

8) Would the client like to receive and have installed a free Call Blocker?

Yes  No

**Client's Full Name:** .....

**Client's Age:** 18-24  25-44  45-64  65+

**Client's Living Status:** Alone  With a partner  With Family

Other  .....

**Address and postcode:** .....

**Contact number:** .....

Does the client give permission for their details to be shared with and held by Norfolk County Council Trading Standards and Norfolk Police for the purpose of device installation and management? Yes  No

**Referrer Name:** ..... **Date**.....

**Referrer's Organisation:** .....

**Once form is complete please ensure that the client is aware that they will be contacted by:**

- Norfolk County Council Trading Standards to confirm if they have been successful in being allocated a Call Blocking Device
- A Norfolk Police Support Volunteer to arrange a suitable time to install the device at the client's home

Then send the form by email to: **nasp@norfolk.gov.uk**

#### **Additional information to be shared with the Client**

The device will be installed and set up by a Police Support Volunteer from Norfolk Police. The installation can take up to one hour but is simple and straightforward.

To complete the installation the installer will need a list of trusted telephone numbers (landline and mobile) to add these to the safe list of callers.

The trueCall device (call blocker) must be plugged into a power socket and telephone permanently to work, it draws very little electricity and there will be a negligible difference to your electricity bill. **If there is not a power socket available near the telephone an extension cord may be required so the trueCall device can be located near to the telephone.**

The trueCall device is loaned **free of charge** but remains the property of the **Norfolk Against Scams Partnership**.

The trueCall device will be loaned to the client for a minimum of six months, following this period the loan will then be reviewed.

If the device is damaged or has been removed from the installation address when it is due to be collected by the **Norfolk Against Scams Partnership**, the client may be liable for the cost of a new device.

It is the responsibility of the client to make every reasonable attempt to take care of the trueCall device.