

## **Text Transcript of Keep Control's video: 'Doorstep security'**

**[Charity worker rings doorbell of suburban home and is answered by homeowner]**

Charity worker: Hello, we are collecting for TWH, your contribution can help save lives. For just 5 euro a month you can make sure starving people get the food they desperately need. If you just give us your bank details we can make sure they get the help they need.

Homeowner: I have a decision to make here. I can trust that this person is honest and from a legitimate charity and give him the details he needs for me to make a donation. Or I can decide not to give him any information, at least until I have checked his identification.

### **Option 1 - Trust the charity worker and give him the information he needs**

Homeowner: I'm not sure... I normally just give to charity myself.

Charity worker: Well this will save you all the hassle of worrying about it.

Homeowner: Mmm... ok then... do come in then and we can discuss the options.

**[Charity worker on phone to an associate]**

Charity worker: Got her bank account and ID info... she hadn't a clue! We can clear it out and she won't know what happened.

### **Option 2 - Check the identification of the charity worker before making any donation**

Homeowner: I'd rather not. But if you have some information I can have a think about it.

Charity worker: Well I'm in the area so I need to collect your details while I'm here.

Homeowner: Well, do you have any identification?

Charity worker: Hmm... My name is Stephen Willis.

Homeowner: And the charity is called?

Charity worker: TWH

Homeowner: Ok Stephen, if you come back here at 3 o'clock I'll look at the information and have a think about it.

**[Homeowner looks up charity information in phone book]**

**[Homeowner on phone to charity]**

Homeowner: Hello, I wonder can you help me. I had a caller this morning at my home who said he was collecting money for your charity. And I just wonder is he legitimate. Do you by any chance have a Stephen Willis working for you? And is he in fundraising? Ok. Oh. Oh dear. Alright then, thank you very much indeed. I shall have to call the guards then I imagine. Thank you. Goodbye.

**[Charity worker calls back later on]**

Charity worker: Hi there. I've come to collect those details.

Homeowner: Ok, do come in then and we can discuss the options.

**[Charity worker walks in to find a Garda in the house waiting for him]**

Homeowner: It is important to protect yourself when dealing with strangers who come to your door. Often someone may appear to be a genuine caller and you may want to give them the benefit of the doubt. However, on occasion older people may be targeted by bogus callers or rogue traders who may try to trick you out of your money or valuable possessions. Always remember you have the right to refuse entry to your home and to ask somebody to leave your property. Perform checks to make sure that the person doesn't pose a threat to you and always verify their identification to ensure they are legitimate by calling the organisation they claim to represent. Remember never use the phone number supplied by the person at the door. Look up the number yourself either in the phone book, on the internet or by calling an independent directory service.