



Spam Messages

Home Free!

Spam Messages on your Phone

Spam messages are usually marketing messages that are sent to you without you requesting them. The people who send these messages may be trying to access your personal information, sell you a premium rate service or encourage you to contact them so that you can be referred to another company that will try to sell you something.

At Sims4Home we are dedicated to protecting you from spam text messages and calls. If you believe that you have received one, please follow these steps:

1) Check the type of message

If you have received the message from a mobile phone number that you do not recognise or any other untrustworthy source, we recommend that you do not respond to the message in any way.

If the message is about accident insurance claims, we strongly recommend that you do not respond to these messages in any way and that you report them to us immediately.

2) Report it to us

Visit sims4home.co.uk/contact-us/ to report spam messages.

If you are worried about the spam messages you've received, you can report your message to the [Information Commissioner's Office \(ICO\)](#) who will be able to help you further.