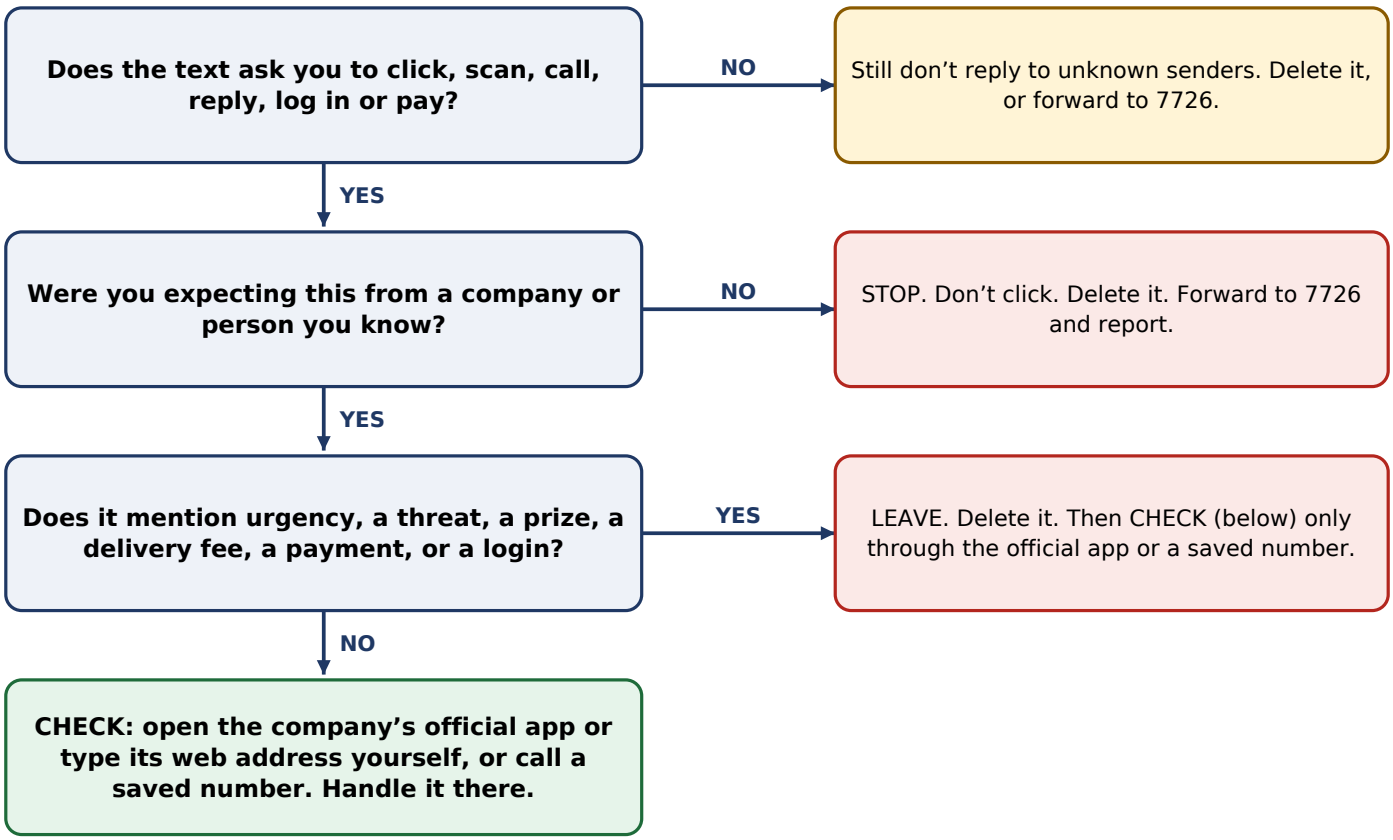
# Text Message Decision Tree

What to do with a suspicious text, link or QR code. Start at the top and follow the arrows.




## Tips

- **QR codes are links.** Treat any QR code like a link — especially on parking meters, posters, menus and packages.
- Real organizations do not ask you to confirm a PIN, password or one-time code by text.
- Family "new number" texts ("Hi Mum, I lost my phone…"): call the old number or ask the safe word before anything else.
- If you clicked or replied, go to FRG1-13 (Post-Click Decision Tree).


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