Family Callback Setup Kit

A plan you can actually try.

Set up a trusted callback route with someone you choose. Keep the useful numbers close, agree what happens if nobody answers, and practise before a caller puts you under pressure.

Pause. Hang up. Call back.

Keep the completed card private. Share only a blank copy. Do not write PINs, passwords, account numbers or private phrases here.

Free digital download. No subscription or personal setup service is included.

Version 1.0 | English

01 / Start together

The outcome

You can end an unexpected call and reach a trusted person without using information from that call. The aim is a usable routine, not a promise that every scam will be prevented.

Bring

Your own phone, this kit, a pen and a willing trusted person. Allow an unhurried session. Thirty minutes is a planning target, not a tested completion time.

Ask first

Let the person using the plan choose the helpers, placement and pace. They keep control of their phone and finances. A friend or neighbour can be a trusted contact; family is not required.

Agree

We can check any request without embarrassment. If someone has already paid, we offer help rather than blame. No surprise scam calls or frightening tests.

02 / Set up the contacts

1 / Verify the person

Confirm the first number directly with that person, in person or through an existing trusted route. Do not copy a new number from an unexpected message.

2 / Add a backup

Choose a second person and confirm their number independently. Ask whether both people are comfortable being called. Agree that availability is not guaranteed.

3 / Verify the bank route

Find the contact in the bank app you already use, on your bank card or through an independently established official route. Record the contact number only. Do not open a link supplied in a suspicious call or message.

4 / Try both numbers

Make a normal, agreed test call. Confirm whose phone rings. If the route is difficult to use, fix it now. For a landline, make an independent check from a different phone if possible.

03 / Make the route easy to find

Make it visible

Write the verified numbers on the included card. Put it where the user chooses: beside the phone, in a wallet or on the fridge. Keep it out of public photos.

Use the phone you have

Use its normal contacts or favourites if helpful. Menu names vary; use the device maker's current instructions. Do not change call-blocking settings blindly or block important legitimate calls.

A stop sentence

Read the sentence on the card once aloud. You can also end the call without explaining. Do not continue negotiating with the caller.

When nobody answers

Keep the payment on hold. Try the agreed backup or the independently verified organisation. A private phrase is optional extra context; knowing it does not remove the callback step.

04 / Practise without pressure

How to practise

Agree beforehand that this is a fictional exercise. Read the examples together; do not call unexpectedly or impersonate a real person's voice. No real payments, codes or logins.

Example A / urgent family request

An unfamiliar number says: I need money now; do not tell anyone. Say or indicate that you will end the call. Find the existing contact yourself and demonstrate the callback route.

Example B / bank impersonation

A caller asks for a transfer to keep money safe or wants a code. End the call. Use the independently verified bank route. Do not transfer money or share the code while checking.

Example C / no answer

The first trusted person cannot answer. Show how you find the backup. If neither answers, keep the request on hold. Pressure does not verify the story.

Check the action

Can the user find the card or contact and initiate the callback without the other person pointing? If not, simplify the placement, label or route and try again.

05 / Check again after seven days

Day 7 / different example

With consent, use a new fictional scenario. Ask the user to show the next action, not simply repeat a slogan. No surprise test.

Check separately

Can they find the first number? Find the backup? Keep a request on hold while checking? Identify their own bank's verified contact? Record only whether each action worked.

If it did not work

Change one thing: larger writing, a closer card, a clearer contact label or a different trusted helper. Repeat the agreed exercise. Do not call someone safe or unsafe based on this checklist.

Maintain

Review numbers after a phone or contact change and at a date you agree together. This kit does not detect scams, monitor accounts or provide emergency assistance.

06 / Your working plan

Write privately

Use the free card for actual contact details. Keep this page as an action checklist, not a place for financial credentials.

Before you finish

- ☐ First contact independently checked.
- ☐ Backup independently checked.
- ☐ Official bank route found.
- ☐ Card or contacts easy to find.
- ☐ Ordinary test call made.
- ☐ No-answer rule agreed.
- ☐ Consent obtained for practice.
- ☐ Day-7 review arranged.

If money has already moved

Contact the bank or payment provider immediately through its official channel. Then use your country's official reporting route. Do not pay anyone who promises guaranteed recovery.

Use

Personal and community educational use. Share unchanged blank copies with CloneAlert attribution. Do not resell. Keep completed cards private.

FAQ

Is this a scam detector?

No. It helps you set up and practise an independent callback routine.

Do I need an app or subscription?

No. The kit is printable and works with your existing phone.

Do you need my bank login or contacts?

No. You fill in the contact details privately. Do not send us passwords, PINs or financial details.

What if a caller knows our private phrase?

Still end the call and verify through the known route.

Is personal setup assistance included?

No. This is a self-guided printable kit, not a personal or emergency service.

FTC: checking a family emergency call

https://consumer.ftc.gov/consumer-alerts/2023/03/scammers-use-ai-enhance-their-family-emergency-schemes