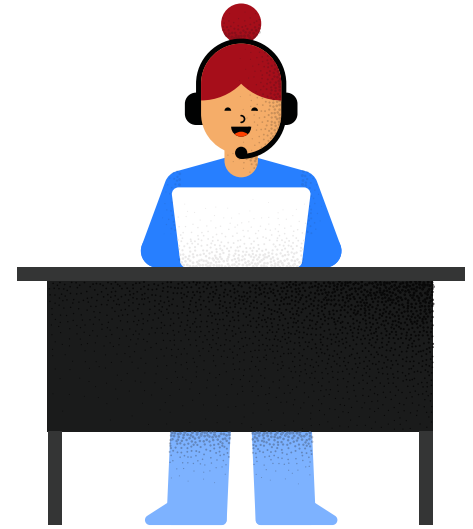




Llywodraeth Cymru  
Welsh Government

# The NHS Wales Test, Trace, Protect service is here to help stop the spread of coronavirus and keep your community safe.



You'll hear from a trained contact tracer, employed by your local authority, for one of two reasons:

1. If you've tested positive for coronavirus. You'll need to tell the contact tracer who you've been in close contact with. They'll explain what this means and help you understand the process.
2. If you've been in close contact with someone who has tested positive for coronavirus. You'll be advised to self-isolate. To help monitor any emerging symptoms you'll be contacted daily, by text, email or phone for up to 14 days. Texts will be sent from +447775106684, emails will be sent from [tracing@wales.nhs.uk](mailto:tracing@wales.nhs.uk) / [olrhain@wales.nhs.uk](mailto:olrhain@wales.nhs.uk), and calls will be made from 02921 961133.

Contact tracers do not monitor where you've been or what you've been doing. You will not be reported when providing information about your contacts and your movements. We only use this information to stop the spread and identify hot spots.

**TRACE YOUR MOVEMENTS. STOP THE SPREAD.**  
**TOGETHER WE'LL KEEP WALES SAFE.**

[gov.wales/coronavirus](https://gov.wales/coronavirus)



## Be aware of scam callers.

Contact from the NHS Wales Trace, Test, Protect service will be from the official channels outlined only.

## Do not

- ✗ Make any form of payment or purchase a product. Coronavirus tests are **FREE**.
- ✗ Give any bank account details.
- ✗ Give any passwords or PINs, or set up any over the phone.
- ✗ Download any software to your computer or tablet.
- ✗ Dial a premium rate number to speak to anyone.

**If in any doubt, hang up.**



**DIOGELU CYMRU  
KEEP WALES SAFE**

