

**From:** Louisa, Age UK email@emails.ageuk.org.uk  
**Subject:** [REDACTED] he Bulletin from Age UK: May 2026  
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**To:** [REDACTED]

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the Bulletin

Dear [REDACTED],

Welcome to the May edition of our email newsletter, The Bulletin.

With more services now available through the internet, we're here to support you with navigating the digital world. This email is packed full of advice and opportunities, with a focus on increasing your safety and confidence online.

## Highlights from Age UK this month:

- [Supporting everyone in a digital world](#)
- [Understanding AI and what it could mean for you](#)
- [Avoiding scams and fraud](#)
- [The rights of older people everywhere](#)
- [Find computer classes near you](#)
- [Donate your unwanted items by post](#)

I hope you find plenty in this email to interest you about Age UK's work on changing how we age.

Warm regards,

**Louisa**

**Age UK Brand and Communications**

## **A digital world must include everyone**



In the digital age, everything is taking place on the internet. Yet 4.9 million people aged 65+ don't have the basic skills needed to use the internet successfully.

Many older people are keen to learn more digital skills and should be **supported to do so**. We must not allow people to miss out on all the benefits of being online. Some people cannot, or choose not to, use the internet at all. And others might not want to do some things online. We need suitable alternatives so everyone can access essential services and support.

Age UK wants government and business to do more to understand what support older people want in order to use online services and to ensure that those who are offline, aren't overlooked.

## **Understanding AI**





You may have read news stories about artificial intelligence (AI) or heard friends and family members talking about it, but feel unsure about what it is. As AI continues to develop and progress, it's important for us all to **keep up to date** with how it might affect our daily lives.

## Your AI questions answered

### Avoiding scams and fraud

Anyone can be targeted with a scam. Whether it's over the phone, through the post or on your doorstep, it can feel like scammers are everywhere.

Watch the video below to hear how Lynn was a victim to a text message pretending to be the NHS.



Equipped with the right knowledge, you'll be better able to spot the signs of a scam and avoid them. To help you feel more confident, we offer information and advice on the **different ways to protect yourself**.

## Information on avoiding scams

## The rights of older people everywhere



Photo credit: Malumbo Simwaka/Fairpicture/HelpAge International

Digital inclusion can help you enjoy your rights wherever you live. In even the poorest places, access to cash and other essential services may now be via mobile phone.

In Malawi, Mr Yakobe was able to afford a solar panel thanks to a project that helped older people access work. The solar panel enables him to charge his phone and listen to the radio. **“I am happy that as elderly people we are now being recognised in our communities.”**

[Age International's work on rights](#)

## Make the most of the internet

There's so much you can access using the internet such as banking, health services and communicating with loved ones. If you want to learn how to do more online, many local Age UKs provide **easy-to-follow training** so that you can fully enjoy the advantages of computers.

[Computer classes near you](#)

## Donate your unwanted items by post



If you have unwanted items that you want to clear out but don't have an Age UK shop near you, you can send them in the post. All you have to do is **order your free postal bag** online, pack your items and send them on their way. It's that easy!

[Donate your items by post](#)

## Share this newsletter

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