

# ✓ Dos and Don'ts for Stopping Phone Scams



**Today's fraudsters have many tricks up their sleeve. Their methods rely on deception and frequently entail manipulating strong human emotions, like fear and love.**

Scammers make extensive use of all types of technology tools, including false email messages, fake pop-up windows, malicious website links, and fraudulent phone calls on both landlines and mobile devices.

Whether they're hoping to score a little quick cash or are engaged in a bigger scheme, like stealing your medical identity, it's essential to realize that most scams involve a sense of urgency.

Urgent situations that require financial solutions should raise suspicion.

If a phone call (or an email message) requires you to act now to collect a prize, avoid a fine or jail, or save someone from a dire situation—always step back before taking action. If a pressing need involves money, chances are it's a scam.

## **On your phone, how can you fight back?**

**DO register your phone number with the Do Not Call Registry** at [donotcall.gov](https://www.donotcall.gov) or 888-382-1222.

This service will not block scammers, but legitimate telemarketers will stop calling within a month.

**DON'T answer unrecognized calls unless you're expecting a call from an unknown number.** Let the call go to voicemail, then review the message. Most con artists will hang up before leaving a message.

**DO independently verify facts** from any callers asking for money or sensitive personal information.

**DON'T share private information in social media posts** that may be useful for imposter scams, including phone numbers, home addresses, and names of relatives. (Also, don't accept unknown friend requests and keep your account settings private.)

**DO be wary of government imposters.** Officials from the IRS, the Social Security Administration, Medicare, and other government agencies will never call you unless you contact them first or they've sent mail correspondence explaining a situation that requires your attention.

**DON'T say "yes" to an unknown caller.** Scammers may be trying to obtain a recording of your voice, which can be used to verify approval of charges to your phone, cable, or internet bill or a credit card. If you sense something sketchy, hang up quickly.

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