

Scam Call Protection Tips



Don't panic. Scammers try to scare us into not thinking clearly. Take deep breaths!

Don't believe Caller ID. Scammers can fake (spoof) phone numbers to make them appear local, even if they're calling from outside the country.

Screen your calls. Don't pick up until you are certain who's on the line.

Just hang up if you think a caller is not who they claim to be.

Don't panic. We know it can be difficult to stay calm, so we're mentioning this twice.

Create a unique, memorable code word to stop the "grandparent scam."

The caller claims they're your grandchild and they're in trouble?

Ask them what the code word is. A scammer won't know it.

Report the scam attempt. Even if you didn't interact with the scammer, report the scam attempt to your local law enforcement and the National Elder Fraud Hotline (833-372-8311).

*Your bank called with an "irregular activity" report?
Make sure it's really your bank calling.*

Hang up and call the bank back, using a number you already know is legitimate. A scammer will try anything to keep you on the line with them. Hang up.

Additional Tips, for Mobile Device Users

Text the real person. If somebody on the line says they're a loved one of yours, use your phone's messaging app to text your real loved one.

Don't panic. Being anxious when a scammer calls is understandable, but the feeling will pass. You got this!

Check your person's location if you track family members' locations. If your grandson says he's in jail but his location shows him at school...it's a scam.

One More Thing

Share this information with friends, family and neighbors. Scammers seek out potential victims who are socially isolated. You can help them protect themselves.
