A Publication of the Dutchess County Office for the Aging

# Scam Call Protection Tips

DUTCHESS NEW YORK COUNTY

**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).

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*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.

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*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.

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*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.

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