

About Scam Calls

Criminals attempt to get your money or personal info through phone calls, robocalls, or text messages.

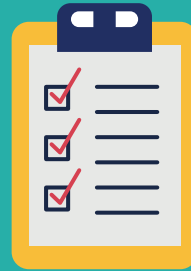


Common phone scams:

- **Imposters:** May pretend to be a family member, friend, a government official, or computer tech support company.
- **Debt collectors:** Claims of money owed, **legal action** against you, and **threats of arrest**.
- **Sweepstakes** and **prizes**.
- Representations of **known business**, like bank and credit card companies and large retailers.

Report Scam Calls

Help identify and raise awareness about scam phone calls, illegal robocalls, and text messages by reporting them.



Federal Trade Commission (FTC)

1-877-382-4357
[ReportFraud.FTC.gov](https://www.ftc.gov/report-fraud)

Consumer Assistance Program (CAP)

1-800-649-2424
[AGO.Vermont.gov/CAP](https://ago.vermont.gov/cap)



The statements herein are for educational purposes only and are not legal advice.

Don't Get Scammed. Slow Down. Follow a Plan!



SLOW DOWN.
Scammers pressure you to act urgently. Don't! Regain your calm.



LOG THE CALL.
Write down the phone number of the caller and hang up.



ONE CALL.
Make one call to a primary contact and discuss the incident.



WHO CARES?
Call CAP to identify and report scams at 1-800-649-2424.



Why They Work



Random, urgent calls -

- **Spoofting:** Caller ID may show as local, a familiar organization, or someone you know, but it's not.
- **Inconvenient timing:** They may call while you are occupied, or sleeping.
- **Auto dialers and robocall systems** allow scammers to make millions of calls per day.

You call them -

- An **email or pop-up msg** asks you to call.
- You call a number you **found online** or on an **old product insert**.

Block Calls

Take steps to verify and block calls to avoid phone scams.

Cellular and Smartphones

Receive calls only from contacts by updating device settings.

🍏 Apple → ⚙️ Settings → 🌙 Focus → 🌙 Do Not Disturb → 👤 All Contacts

🤖 Droid → ⚙️ Settings → 🔊 Sound &... → 🚫 Do Not Disturb → 👤 From Contacts

Find call blocking apps in the App store.

Ex. Call Protect, Call Filter, NomoRobo, Scam Shield, Hiya, YouMail, and more.

Voice Over Internet Protocol (VoIP)

Subscribe to free blocking services by provider or third party.

Ex. Phone providers and NomoRobo; Mutare or SkySwitch for businesses.

Analogue Telephone Lines - Plain Old Telephone Service (POTS)

Connect an add-on device to the phone to stop calls.

Ex. CPR Call Blocker Protect, HQTelecom Landline Blocker, Pro Call Blocker.

For all providers

Contact your phone provider for up-to-date blocking options.

Lessen Unwanted Calls

Take precautions to receive less unwanted calls.

The Federal Do Not Call Registry

Consumers can end legitimate telemarketing calls by signing up.

Sign up by phone, 1-888-382-1222, or online with email at DoNotCall.gov.

Opt-out of Legitimate Robocalls

Only opt-in to receive robocalls you want to receive.

Most robocallers must get your consent to call and have an opt-out option.