

Scam with Loss Form

Intake:

Consumer Assistance Program
Vermont Attorney General's Office
(800) 649-2424 ago.cap@vermont.gov

The information you provide to CAP will help us to alert money transfer and gift card companies, retail locations, banks, and possibly the police.

- 1) *Contact the companies and financial institutions involved in the scam right away! See page 2 for contact information and further instructions.*
- 2) Please attach photos or photocopies of the corresponding receipts and records if possible.
- 3) Please send a written complaint to our office, detailing what happened by completing the form below.

4) *Please provide your information:*

Consumer Name: Senior? Veteran? Active Military?
 Address: City: State:
 Zip Code: Age: Email Address:
 Phone: Are you willing to be interviewed by the news about this scam?

5) *Please provide the following information about the scammer:*

How did the scammer initially make contact?
 What was the date of the initial contact with the scammer?:
 Scammer Name: Scam Business Name?
 Scammer Address:
 Phone: Email Address:
 Website: Additional identifying info:

6) *Please describe what happened (attach additional page(s) if necessary):*

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7) ***Please answer the following if you withdrew funds from your bank account in order to send money:***

Bank Name:

Bank Address:

Bank Phone:

Bank employees you interacted with regarding this transaction:

Please describe the interaction you had with your bank regarding these withdrawal(s):

Is it typical for you to withdraw this amount of money? Why/why not?

8) ***Please answer the following if you interacted with your credit card company in order to send money:***

Credit Card Co.:

Card Co. Phone:

Credit Card Co. Address:

Card Co. employees you interacted with regarding this transaction:

Please describe the interaction you had with the Credit Card Co. regarding the transfer(s):

Is it typical for you to complete similar transactions? Why/why not?

Section 1 continued:

Gift Card Payments: If you provided numbers on the back of the card to a scammer, you should contact the gift card company immediately by locating the number on the back of the card!

- Amazon: 1 (888) 280-4331
- Ebay: 1 (866) 305-3229 Say "representative", then say "gift card".
- Google Play: 1 (855) 466-4438
- iTunes: 1 (800) 275-2273. Say "gift card" to connect with a live representative.

Mailed Money: If you mailed money orders or cash to a scammer, you should contact the US Postal Inspection Service!

- US Postal Inspector: (877) 876-2455
- In addition, call the Post Office, UPS, or FedEx location where the money was sent from.

Wire Transfers: If you wired money, you should contact the Wire Transfer Company immediately!

- Western Union: 1 (888) 280-4331
- MoneyGram: 1 (800) 666-3947
- Ria: 1 (800) 343-3831

Peer-toPeer (P2P) Payments: If you sent money to a scammer, you should contact the payment company and your associated bank/credit card company immediately.

- PayPal: report a fraudulent transfer via your app or online account, Call: 1 (888) 221-1161
- Venmo: report a fraudulent transfer via your app or online account, Email: support@venmo.com
- Google Pay/Wallet: report a fraudulent transfer via your app or online account.
- Apple Pay/Wallet: report a fraudulent transfer via your app or online account
- Cash App & Square Cash: report a fraudulent transfer via your app or online account, Call 1-855-351-2274
- Zelle: report a fraudulent transfer via your app or online account, Call 1 (844) 428-8542

9) ***On the following pages, please provide the following information about each transaction. Attach additional pages as necessary.***

Gift Card Transaction 1: Gift Card Company:

(Ex: iTunes, eBay)

Store Name:

(Ex: Rite-Aid, Shaw s)

Store Address:

Store Phone :

Gift Card :

Card Amount: \$

Date of Transaction:

Processing Fee Amount: \$

Did a store Agent warn about fraud?

Who received the numbers from the card?

Did the gift card company confirm the funds have been used?

Gift Card Transaction 2: Gift Card Company:

(Ex: iTunes, eBay)

Store Name:

(Ex: Rite-Aid, Shaw s)

Store Address:

Store Phone :

Gift Card :

Card Amount: \$

Date of Transaction:

Processing Fee Amount: \$

Did a store Agent warn about fraud?

Who received the numbers from the card?

Did the gift card company confirm the funds have been used?

Gift Card Transaction 3: Gift Card Company:

(Ex: iTunes, eBay)

Store Name:

(Ex: Rite-Aid, Shaw s)

Store Address:

Store Phone :

Gift Card :

Card Amount: \$

Date of Transaction:

Processing Fee Amount: \$

Did a store Agent warn about fraud?

Who received the numbers from the card?

Did the gift card company confirm the funds have been used?

Gift Card Transaction 4: Gift Card Company:

(Ex: iTunes, eBay)

Store Name:

(Ex: Rite-Aid, Shaw s)

Store Address:

Store Phone :

Gift Card :

Card Amount: \$

Date of Transaction:

Processing Fee Amount: \$

Did a store Agent warn about fraud?

Who received the numbers from the card?

Did the gift card company confirm the funds have been used?

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MAILED MONEY INFORMATION

Transaction 1: Cash? Check? Money Order?

Money Order Purchase Location:

Money Order Purchase Location Address:

Mailed from Address:

Transaction Amount: \$

Processing Fee Amount: \$

Did a store agent warn about fraud?

Where were the funds mailed?

Who received the mail?

Reference Number:

Date of Transaction:

Intended recipient name:

Ex) UPS, 1 Main Street, Milton, VT

Transaction 2: Cash? Check? Money Order?

Money Order Purchase Location:

Money Order Purchase Location Address:

Mailed from Address:

Transaction Amount: \$

Processing Fee Amount: \$

Did a store agent warn about fraud?

Where were the funds mailed?

Who received the mail?

Reference Number:

Date of Transaction:

Intended recipient name:

Ex) UPS, 1 Main Street, Milton, VT

Transaction 3: Cash? Check? Money Order?

Money Order Purchase Location:

Money Order Purchase Location Address:

Mailed from Address:

Transaction Amount: \$

Processing Fee Amount: \$

Did a store agent warn about fraud?

Where were the funds mailed?

Who received the mail?

Reference Number:

Date of Transaction:

Intended recipient name:

Ex) UPS, 1 Main

Transaction 4: Cash? Check? Money Order?

Money Order Purchase Location:

Money Order Purchase Location Address:

Mailed from Address:

Transaction Amount: \$

Processing Fee Amount: \$

Did a store agent warn about fraud?

Where were the funds mailed?

Who received the mail?

Reference Number:

Date of Transaction:

Intended recipient name:

Ex) UPS, 1 Main Street, Milton, VT

Wire Transfer 1: Transfer Agency:

(Ex: Western Union)

Store Name:

(Ex: Rite-Aid, Wal-Mart)

Store Address:

Store Phone :

Transaction :

Transfer Amount: \$

Date of Transaction:

Processing Fee Amount: \$

Did the Transfer Agent warn about fraud?

Who was the intended recipient:

What is the address of the stated destination?

Where was the transfer picked up?

Wire Transfer 2: Transfer Agency:

(Ex: Western Union)

Store Name:

(Ex: Rite-Aid, Wal-Mart)

Store Address:

Store Phone :

Transaction :

Transfer Amount: \$

Date of Transaction:

Processing Fee Amount: \$

Did the Transfer Agent warn about fraud?

Who was the intended recipient:

What is the address of the stated destination?

Where was the transfer picked up?

Wire Transfer 3: Transfer Agency:

Store Name:

Store Address:

Store Phone :

Transaction :

Transfer Amount: \$

Date of Transaction:

Processing Fee Amount: \$

Did the Transfer Agent warn about fraud?

Who was the intended recipient:

What is the address of the stated destination?

Where was the transfer picked up?

Wire Transfer 4: Transfer Agency:

Store Name:

Store Address:

Store Phone :

Transaction :

Transfer Amount: \$

Date of Transaction:

Processing Fee Amount: \$

Did the Transfer Agent warn about fraud?

Who was the intended recipient:

What is the address of the stated destination?

Where was the transfer picked up?

Transaction 1: P2P Payment Company:

P2P Payment Company Address/Email:

Transfer Recipient Name & Email:

Transaction :

Transaction Amount: \$

Date of Transaction:

Processing Fee Amount: \$

Were you warned about fraud?

Was the money received by the scammer?

Was your bank/credit card company able to stop/reverse the transaction?

Transaction 2: P2P Payment Company:

P2P Payment Company Address/Email:

Transfer Recipient Name & Email:

Transaction :

Transaction Amount: \$

Date of Transaction:

Processing Fee Amount: \$

Were you warned about fraud?

Was the money received by the scammer?

Was your bank/credit card company able to stop/reverse the transaction?

Transaction 3: P2P Payment Company:

P2P Payment Company Address/Email:

Transfer Recipient Name & Email:

Transaction :

Transaction Amount: \$

Date of Transaction:

Processing Fee Amount: \$

Were you warned about fraud?

Was the money received by the scammer?

Was your bank/credit card company able to stop/reverse the transaction?

Transaction 4: P2P Payment Company:

P2P Payment Company Address/Email:

Transfer Recipient Name & Email:

Transaction :

Transaction Amount: \$

Date of Transaction:

Processing Fee Amount: \$

Were you warned about fraud?

Was the money received by the scammer?

Was your bank/credit card company able to stop/reverse the transaction?

Transaction 1

Bank/Credit Card Card Co.:

Check? Bank Withdrawal? Credit Card Payment? Date of Transaction:

Transaction Amount: \$

Have the funds been retrieved by the scammer?

Who received the funds (if retrieved by scammer)?

Did a bank/credit card agent warn you about fraud?

Did you contact your bank/credit card co.? If yes, please explain:

Transaction 2

Bank/Credit Card Card Co.:

Check? Bank Withdrawal? Credit Card Payment? Date of Transaction:

Transaction Amount: \$

Have the funds been retrieved by the scammer?

Who received the funds (if retrieved by scammer)?

Did a bank/credit card agent warn you about fraud?

Did you contact your bank/credit card co.? If yes, please explain:

Transaction 3

Bank/Credit Card Card Co.:

Check? Bank Withdrawal? Credit Card Payment? Date of Transaction:

Transaction Amount: \$

Have the funds been retrieved by the scammer?

Who received the funds (if retrieved by scammer)?

Did a bank/credit card agent warn you about fraud?

Did you contact your bank/credit card co.? If yes, please explain: