



# Beware of phone and text scams



**Some scammers use cleverly designed phone calls and text messages to trick you into handing over personal information or money.**

## **ASK YOURSELF:**

### **What do phone scams look or sound like?**

Scammers may pose as a well-known government agency or business, such as the IRS, Social Security, an online retailer or a tech-support company. They may claim that you owe money, that they're updating their files or that your account has been locked; in return, they need money or personal information to make things right. They often disguise the number appearing on caller ID to make it seem legitimate.

- Do not provide any personal information or click on any links.
- Never respond to unexpected requests for your personal information.
- If you think the call might be legitimate, hang up and call back using a phone number you know is correct.
- Use the information on the company's official website, not the number listed on Caller ID or in an unexpected email or text.
- Don't allow remote access to your phone or computer, or download unknown software.

**These are  
sure signs of  
a scam.  
HANG UP  
IMMEDIATELY!**

## **Red flags of a phone scam**

- You are pressured to act immediately.
- Payment is requested by gift card, cryptocurrency, peer-to-peer payment, wire transfer or prepaid money card.
- You're told not to tell friends or family about the conversation.
- You're told you've won something you didn't enter to win, or you're unexpectedly being given money.

## **PROTECTING ★ THE ★ UNPROTECTED**

If you receive an unwanted call or text message claiming to be from a business, report it to the Ohio Attorney General's Office at [www.OhioProtects.org](http://www.OhioProtects.org).



## HOW TO HANDLE ROBOCALLS

Robocalls are auto-dialed calls that deliver a prerecorded message. Generally, robocalls that you have not consented to are illegal.

When it comes to robocalls, the best advice is **JUST DON'T ANSWER.**



### Robocall smarts

#### DO:

- Register your phone number(s) with the Do Not Call Registry online at [www.DoNotCall.gov](http://www.DoNotCall.gov) or by phone at 888-382-1222. **Remember:** If you're registered and someone calls trying to sell you something, it's a good sign that the call may not be legitimate.
- Research services offered by your phone provider to block unwanted calls.
- Install an app on your cellphone to block or warn of suspicious calls.
- Add trusted phone numbers to your contacts.
- Limit how often you share your phone number.
- If you don't recognize the number, allow the call to go to voicemail and review the message later.

#### DON'T:

- Answer an incoming call when you don't recognize the number.
- Provide personal or financial information over the phone.
- Interact with an unknown caller in any way; don't press numbers or speak to anyone.
- Call back unfamiliar phone numbers.
- Fully rely on caller ID.

## TAKE ACTION TO REPORT ROBOCALLS

- ✓ Forward spam texts to 7726 (SPAM).
- ✓ Report illegal robocalls to the Ohio Attorney General's Office by calling 800-282-0515 or visiting [www.OhioProtects.org](http://www.OhioProtects.org)