SAN BERNARDINO COUNTY | Aging and Adult Services

SCAM ALERT

Scam: Data Storage Limit Messages
Target: All Seniors

Scam artists may email you with a message that appears to be from your internet provider, cell phone company or computer security company. The subject line of the email will typically state "Update Required", and the email message will state that you have reached your data storage limit. The scammers will use scare tactics such as, "If you do not update, you will be blocked from sending or receiving emails and your photos and documents will not be saved." The message instructs you to click on the link provided that may even look like your email address, but instead links you to a website overseas and asks you to complete a form that includes your personal information. This form will make you vulnerable to identity theft!

Email Link Can Lead To Identity Theft

The Better Business Bureau (BBB) offers these suggestions to avoid this type of scam:

- **Be aware of unexpected emails or text messages that contain links or attachments:** Do not click on links or open files if you do not recognize the sender.
- **Remember that appearances can be deceiving:** Scam artists are able to fake anything from a company logo to an email address. Just because an email looks real, it does not mean it is real.
- **Check with your internet service or cell phone provider:** If something sounds suspicious, confirm its legitimacy first. Contact them directly at a number you know is accurate, not from any links or numbers provided in the suspicious email or text.
- **Exercise caution with generic emails:** Scam artists often use little or no specific information to encourage you to open the message for details.
- **Question messages containing little or no personal information:** Scam artists often obtain part or incorrect information to trick you into providing them with the correct information by asking you to "update and confirm".
- **Use unique passwords:** Use different passwords for each account you create. This is a simple way to reduce your risk if one password falls into the hands of scam artists.

If you think you may be a victim of a scam, contact San Bernardino County Adult Protective Services (APS) at 877-565-2020 or your local police department.