

# SCAM ALERT

## Scam: Cell Phone Porting Target: All Seniors

Scam artists are using cell phone porting to gain access to personal and financial accounts. First, the scam artist gathers as much information as he/she can about you from social websites, telephone calls to you asking you to verify personal information and any other means possible. Next, the scam artist calls your cell phone carrier and claims to be you! The scam artist will say your phone was stolen and request that the carrier ports/transfers your number to another device and provider. If the cell carrier agrees, the scam artist now has control of your cell phone number. This allows them to gain access to accounts that require authorization via text message. Once the scam artist bypasses security, they can easily steal your personal information, money and identity.

**Scam Artists attempt to obtain your personal information by porting your cell number!**

The Better Business Bureau (BBB) has issued recommendations to help avoid this type of scam:

- 🔊 Set up a two-factor authorization: This is when you would need to enter not only your user name and password but an additional piece of information only you would know. You can set this up on your cell phone along with additional security verification measures that will help prevent a scam artist from successfully porting/transferring your cell phone number. You may ask your cell phone carrier for assistance if needed.
- 🔊 Contact your cell phone carrier if your cell phone suddenly stops working: If you cannot make or receive phone calls or text messages, do not assume that there is something wrong with your cell phone. Use a land line or a friend's cell phone to report the problem immediately to your cell phone carrier.
- 🔊 Be alert to any sign of phishing: This is when a scam artist impersonates a reputable company or agency to try and get you to share your personal information. Pay attention to suspicious alerts from your email or financial accounts or unsolicited requests for two-factor authorization.
- 🔊 Be cautious when sharing personal information: Only share your full name, phone number, account numbers or any other personal information with people and companies you completely trust and never with a company that calls you! Call the company directly!

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.