



SCAM
ALERT

FRAUDULENT CHARGE SCAMS

The Better Business Bureau (BBB) has issued a warning about a scam that is occurring more frequently, especially now during the Coronavirus Disease 2019 (COVID-19) pandemic. Scam predators are attempting to alarm and trick individuals with false claims of fraudulent charges through email, call or text message. According to the BBB, the scam predators claim there has been suspicious activity detected and that your Amazon, Paypal, Netflix or other account has been compromised. Messages may use the company's logo to appear official and include a link requesting your account number and login information. Do not fall for it! Stay calm!

The BBB and the Federal Trade Commission (FTC) recommend the following to stay safe from this type of scam:

- Be extra cautious with unsolicited calls, emails and texts.** Do not automatically believe the information.
- Look into the claim.** Never take action without verifying the claim. Log into your account or look up the company's official phone number and call them to confirm that there really is a case of suspicious activity associated with your account before you decide what to do.
- Do not panic or feel intimidated.** Scam predators want you to panic. They may use intimidation tactics to pressure you into giving up your personal information or making payments. Legitimate businesses will not intimidate you in this way. Stay calm and think things through before you act.
- Never give your personal information to strangers.** If you are not speaking or corresponding with someone you know and trust, never give them sensitive information.

Note: You may report scam predators to the FTC, BBB, Adult Protective Services (APS) and the Federal Bureau of Investigation Internet Crime Complaint Center.

If you think you may be a victim of a scam, contact
San Bernardino County APS at 1 (877) 565-2020
or your local police department.