

SCAM ALERT

Scam: Yahoo Customer Care Emails Target: All Seniors

If you need to contact Yahoo Customer Care and are searching for the contact information online, do not be fooled by the many advertisements that come up first that offer “human” assistance by calling a number to speak to someone directly. **Yahoo Customer Care is never available by telephone! This is a scam!** Yahoo Customer Care is available through a link called “**Yahoo Help.**”

The Federal Trade Commission (FTC) advises Yahoo users to use the specific links available after you have logged into your **Yahoo account. Yahoo Customer Care is always free of charge.** Yahoo will never ask for money or your Social Security Number (SSN) or banking information to provide assistance with your account.

Telephone numbers for Yahoo Customer Care are a scam!

Yahoo Customer Care is available once you log into your Yahoo account. Click on the “More” heading located at the top of the Yahoo homepage, and under the letter “H” choose “Help.” Eight (8) situation topics and additional contact information for Yahoo Customer Care, including “Chat,” will be available for you.

If you are unable to log in, visit the website <https://help.yahoo.com/kb/account>, and you will find the following eight (8) topics:

- 👉 Fix problems signing in to your Yahoo account.
- 👉 Change your Yahoo password or reset a forgotten password.
- 👉 Add or remove an account recovery method.
- 👉 Set up, use and manage Yahoo Account Key to sign in without a password.
- 👉 Add two-step verification for extra security.
- 👉 Questions and issues using Yahoo Account Key.
- 👉 Generate third-party app passwords.
- 👉 Recognize and secure a hacked Yahoo Mail account. The following are signs that your Yahoo account may have been hacked:
 - You are not receiving any emails.
 - You notice Yahoo Mail is sending spam to your contacts.
 - You see your account information or settings changed without your knowledge.
 - You see logins from unexpected locations on your recent activity page.

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.