



SCAM  
ALERT

## Aging and Adult Services

# SOCIAL SECURITY NUMBER SUSPENSION

Scam predators are impersonating government officials such as Internal Revenue Service (IRS) and Social Security Administration (SSA) agents. These scam predators may call and claim your Social Security Number (SSN) has been suspended due to a connection to fraudulent or criminal activity. The caller will explain that you can fix the situation and reactivate your SSN by providing personal information. These scam predators are very convincing and may even seem threatening. **Just remember, the SSA or IRS will not suspend a SSN!** This is a scam! Do not provide your personal information, which includes your address, telephone number, birth name, bank account or credit card numbers, or any information that links directly to you.

The Federal Trade Commission (FTC), SSA and IRS recommend the following to avoid this type of scam:

- Always contact government agencies directly, using telephone numbers and website addresses you are certain are legitimate.
- Never trust a name, telephone number, or email address simply because it sounds official. Scam predators may make it appear as if they are from the government.
- Hang up if you receive a call like this. If you cannot hang up, obtain the caller's information and explain you will call back later, then contact the official government site to discuss your concerns.
- Never give or confirm personal information over the telephone, via email, or on a website you are not 100% certain is the official site.
- Do not follow links included in emails as they may lead to viruses that affect your telephone or computer.

**Note:** You may report scam predators to the FTC, Adult Protective Services (APS), and the Federal Bureau of Investigation (FBI) Internet Crime Complaint Center (IC3).

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.