



**SCAM  
ALERT**

## Aging and Adult Services

# **SOCIAL SECURITY BENEFIT SUSPENSION**

Scam predators are responding to our national crisis surrounding the Coronavirus Disease 2019 (COVID-19) by creating new scams to obtain your personal information and access to your financial accounts! If you receive a letter, text, call or email that you believe to be suspicious - **Hang up! Do Not Respond!**

The Inspector General of the Social Security Administration (SSA) has issued a warning regarding scams related to COVID-19 and SSA office closures to remind the public that although SSA offices are closed, regular benefits will be maintained. If you have questions regarding your Social Security benefits, call the SSA office directly.

The Inspector General reminds the public that SSA will:

- **Never** threaten you with benefit suspension, arrest or other legal action unless you pay a fine or fee.
- **Not** promise a benefit increase or other assistance in exchange for any type of payment.
- **Never** require a payment by retail gift card, cash, wire transfer, internet currency, bitcoin, or prepaid debit card.
- **Never** demand secrecy from you in handling a Social Security related problem.
- **Not** send official letters or reports containing personally identifiable information via email.

**Note:** You may report Social Security scams using the dedicated online form at <https://oig.ssa.gov> and other 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 APS**  
at **1-(877) 565-2020**, or your local police department.