

# ROBOCALLS

## What is a robocall?

An automated phone call where scammers pose as representatives from your bank, credit card company or a government agency to get ahold of your valuable personal information. A hacker might change the caller ID to a number other than the one they are calling from. Oftentimes, the phone number looks familiar.

## Some Immediate Action Steps to Take

### If you have shared personal information with a spoofer or robocaller:

- Notify your bank or financial institution about the theft of your personal information.
- If you shared your Social Security number, Go to [annualcreditreport.com](https://annualcreditreport.com) to obtain a free copy of your credit report, add a fraud alert or freeze your credit.
- If you have wired money or made a payment, contact your financial institution and/or the money service you used right away.

## Implement Preventative Measures

- Avoid giving out your personal or financial information over the phone unless you initiated the contact or have already established trust.
- Don't answer calls from phone numbers you don't know, even if they appear to be local. The caller will leave a message if it is important.
- If you receive a call from someone who says they represent a company or a government agency, hang up and call the phone number on the company or government agency's website to verify the request.

**For more recovery help, visit [FraudSupport.org](https://FraudSupport.org)**

*Updated Feb 2020*