



Avoiding Smartphone Scams

Smartphone scams can come in many forms, including email, text messages, and phone calls. The following are a few tips to avoid smartphone scams:

- Do not open or respond to suspect communications. Rather, contact your financial institution directly through the number on your billing or bank statement.
- Don't click on links or follow instructions to text "stop" or "no" to prevent future texts. This only confirms to scammers that phone number is live and active.
- Calling scams may claim you have won a prize or sweepstakes. If you receive a call from an unfamiliar area code, do not answer and let it go to voicemail.
- If you receive a text message claiming to be an alert from your bank or credit card company instructing you download software to verify your account, do not click on it. The link could install ransomware on your phone and hold it hostage until you pay someone money to release your phone.
- Turn off Bluetooth when you're not using it. Also, turn it off when you are speaking or entering sensitive information into your smartphone.
- Avoid accessing public Wi-Fi, or accessing unsecure wireless connections.



Lastly, the easiest way to protect your smartphone is with a strong password. Preventing unauthorized access to your phone is the most easy and safe way to avoid identity theft and scams.

Reducing Mail & Phone Calls

Reducing unwanted mail and phone calls can help keep your identity secure, and include:

- **Reduce Pre-Screened Credit Card and Insurance Offers:** Call 1.888.567.8688 or visit www.optoutprescreen.com.
- **Telemarketing Calls:** To register your phone number, visit www.donotcall.gov, or call 1.888.382.1222 from the phone number you want to register.
- **Reduce Bulk Mail & Email:** The Direct Marketing Association's (DMA) lets you opt out of receiving unsolicited commercial mail or email from many national companies for five years. When you register with this service, your name will be put on a "delete" file and made available to direct-mail marketers and organizations. To register with DMA's Mail Preference Service, go to www.dmachoice.org.



For additional information of fraud and identity theft prevention tips, contact Community Relations Deputy Aaron Scheller at 909.839.7079.

