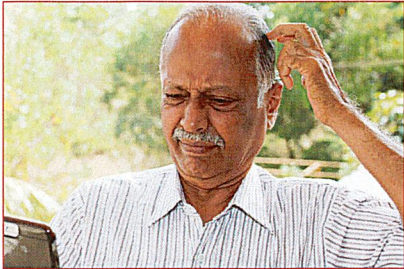


Just Hang Up!

The Best Way to Avoid Telephone Scams Is Also the Easiest.



Every day, seniors throughout Illinois fall prey to smooth-talking con artists who call them up and tell all kinds of convincing stories to get their money.

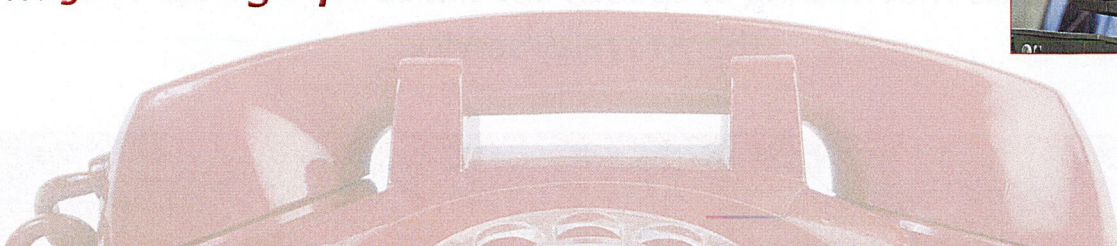
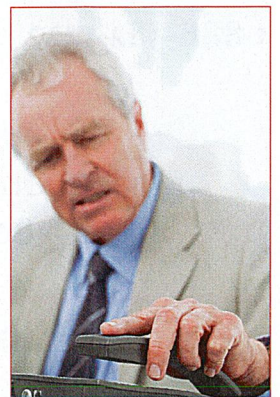
The Office of the Illinois Attorney General wants you to know that it's shrewd, not rude, to hang up the phone when a stranger asks you to send them money or give out your personal information.

The following are some common warning signs of telephone scams. If you spot any of these signs while on the phone, don't think twice:

Just Hang Up!

THEY HIDE THEIR IDENTITY. When you look up the number of a reputable business on your own and call to place an order, you have a good idea who's on the other end of the deal. But when the tables are turned and someone calls you, you have no way of knowing who the person really is, where they're calling from, or what they want from you. ***Just Hang Up!***

THEY WANT YOUR PERSONAL INFORMATION. Any time a stranger asks you for your bank account number, Social Security number, or other sensitive information, you should be on high alert. This is a sure sign of identity theft. ***Never*** give personal or financial information to someone you do not know. ***Just Hang Up!***



**Just
Hang
Up!**

THEY PROMISE A BIG AWARD. Scammers try to lure you in with promises of unexpected riches such as a large sum of money, a vacation, or a “get rich quick” investment scheme. Remember: If it sounds too good to be true, it probably is. **Just Hang Up!**

THEY SAY PAY THEM FIRST. It is illegal for someone to require an upfront payment to claim a lottery or sweepstakes prize. Scammers will often tell you that you must wire money out of state, or even out of the country, to obtain your winnings. **Never** wire money to stranger. Wiring money is just like sending cash—scammers will get the money quickly, and you won’t get it back. **Just Hang Up!**

AVOID UNWANTED PHONE SOLICITATIONS. Consider placing your phone number on the **National Do Not Call Registry**, if you haven’t already done so. This will block most unwanted telemarketing calls. So, once your number is on the registry, you’ll know that any telemarketer who does call you is probably up to no good. You can register your home phone or cell phone online at www.donotcall.gov or by calling 1-888-382-1222 from the phone number you wish to register.

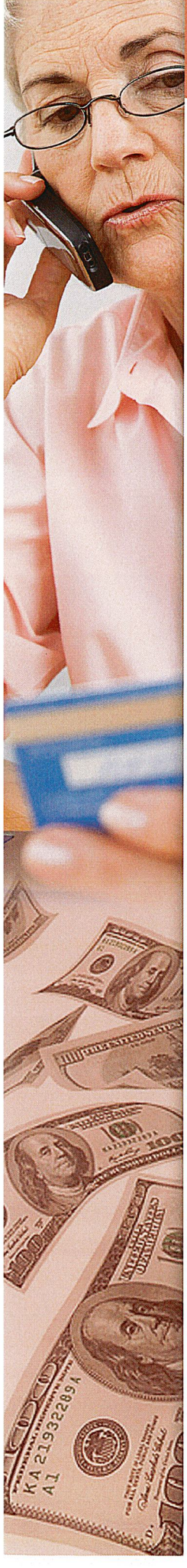


If you’ve fallen victim to or want to report a telephone scam, please contact the **Illinois Attorney General’s Consumer Fraud Hotline** at 1-800-386-5438 or **Senior Fraud Helpline** at 1-800-243-5377.

Individuals with hearing or speech disabilities can reach us by using the 7-1-1 relay service.



KWAME RAOUL
ILLINOIS ATTORNEY GENERAL



HOW TO AVOID “THE GRANDPARENT SCAM”

Grandparents will do almost anything for their grandkids. Don't let criminals impersonating your grandkids take your money.

In a “grandparent scam,” you get a call or an email from someone who claims to be your grandchild. The caller says there’s an emergency and asks you to wire money immediately. The “grandchild” claims he or she has gotten into some kind of trouble: for example, they have been in an auto accident, have been mugged, need money for bail or must pay customs fees to get back into the United States from another country. The scammer says, **“Grandma/Grandpa, can you please help me? But don't tell Mom or Dad.” Beware**—there’s a good chance this is an imposter trying to take your money!

Scammers will often try to trick you into providing information that helps them impersonate your grandchild.

Typical conversation:

You receive a phone call from someone who greets you with, **“Hi, Grandma.”**

You: **“Hi.”**

Scammer: **“Do you know who this is?”**

You: **“Jeremy?”**

Scammer: **“Yes, Grandma, this is Jeremy!”**

Without knowing it, you supplied the scammer with the name of a grandchild. The scammer proceeds to impersonate your grandchild and asks you not to tell other family members until it’s too late.

If someone calls, emails or sends a text message claiming to be a family member or a friend desperate for money, take the following steps.

Stop: Verify the emergency! Don't keep it a secret!

- Resist the urge to act immediately, no matter how dramatic the story.
- Verify the person’s identity by asking questions that a stranger couldn’t possibly answer.
- Call the family member at a phone number that you know to be genuine.
- Check the story out with someone else in your family or circle of friends, even if you’ve been told to keep it a secret.
- Don’t wire money or send a check or money order by overnight delivery or courier.

Report this type of call or any strange unsolicited calls asking you to send or wire money to the Illinois Attorney General’s Senior Citizen Consumer Fraud Hotline at 1-800-243-5377.



KWAME RAOUL
ILLINOIS ATTORNEY GENERAL



FCC | CONSUMER CONNECTIONS

Avoid Spoofing Scams

Phone scammers often disguise their identity by using illegal spoofing techniques to send false information to your caller ID display. To trick you into answering, spoofers may use local area codes and numbers that look familiar. Or they may impersonate a company you do business with, such as a local utility, or even a government agency.

Here are some good ways to avoid being spoofed:

- ☒ Don't answer calls from unknown numbers.
- ☒ If you answer and it's not who you expected, don't hang on, hang up.
- ☒ If a caller asks you to hit a button to stop getting calls, just hang up.
- ☒ Never assume an unexpected call is legitimate. Hang up and call back using a number you can verify on a bill, a statement, or an official website.
- ☒ Be suspicious. Con artists can be very convincing: They may ask innocuous questions, or sound threatening, or sometimes seem too good to be true.
- ☒ Don't give out personal information – account numbers, Social Security numbers or passwords – or answer security questions.
- ☒ Use extreme caution if you are being pressured for immediate payment.
- ☒ Ask your phone company about call blocking tools for landlines or apps for mobile devices.
- ☒ Report spoofing scams to law enforcement, the FCC and the FTC.



Learn more at fcc.gov/spoofing

Tinley Park Police Department **COMMUNITY ALERT** **SCAMS**

Tinley Park residents are being reminded that the Tinley Park Police Department will not call residents requesting payment for fines or fees. Unsuspecting village residents are being contacted by scammers requesting payment for missed court dates and fines. Scammers ask for payments from victims by purchasing gift cards in large amounts of U.S. currency. Once purchased scammers ask victims to call back with gift card account numbers. The cash value of the gift cards is removed by the scammers and the cards are left with the unsuspecting victims.

Residents are asked to contact the Tinley Park Police Department at 708-532-9111 and verify all information if they believe the telephone calls are legitimate. Scammers have used actual Tinley Park Police Department officers' names in some cases and have used disposable cellular telephones to legitimize the scam. The Tinley Park Police Department will not ever request residents to pay fines or fees by gift card. These scammers are not local and obtain information from websites. Residents are asked to call the Tinley Park Police Department and verify any and all information.

TIPS ON AVOIDING SCAMMERS INCLUDE:

- ✓ Be wary of inbound calls, emails or texts that ask for personal information, including your Social Security number, bank account information and medical details.
- ✓ If someone claims you owe money and insists you buy gift cards to repay the debt, don't believe it. Genuine businesses and government agencies never ask for payment via gift card.
- ✓ Don't click on links or download files from unexpected emails, even if the address looks familiar.
- ✓ Watch over your credit reports, don't carry PIN numbers or passwords in your wallet or purse, and protect your mail – don't let incoming or outgoing mail sit in your mailbox.

Scammers are regularly evolving their techniques to defraud you, so be wary of anything unsolicited and always independently verify an offer or request.

See Something, Say Something . . . Call 911