

Living Safely

with disabilities and special health needs

Preventing Phone Scams

Many people do not answer the phone when they get a phone call and don't recognize the number. The caller can leave a message.

If you feel that a phone caller is a scammer, hang up the phone immediately. Even if the caller asks for you by name, it might still be a scam. If you are unsure, hang up the phone. After you hang up, you might want to describe the call to someone you know and trust.

Do not call a number given to you by someone you do not know, even if it is a toll free phone number. It might be a scam.

If you did not make the call to initiate a transaction or change information on an account, it is likely a scam. You can ask someone you know and trust for guidance.

If the caller has an automated or computerized voice – otherwise known as a robocall – do not press any numbers on your phone. Responding to robocall requests may result in the spread of your phone number to get more robocalls. Usually, a robocall will not let you communicate with a person or let you remove your phone number from their lists.

Learn more about phone features such as call-blocking and call-labeling. Be careful, some phone scammers can change the name that appears on your phone's caller ID. That is called spoofing. For example, the caller ID may display Social Security Administration. However, this could be a phone scammer from anywhere in the world. Phone scammers are able to use the internet to make phone calls from all over the world.

The best way to protect yourself from unwanted calls is by using call blocking. There are different types of call-blocking and call-labeling technology, depending upon the type of phone you have.

Learn more about what to do about unwanted calls by going to this website: www.ftc.gov/calls.

We value the expertise of our partners in safety who have demonstrated their commitment to inclusive healthy communities. Portions of this resource have been adapted from the Federal Trade Commission (www.ftc.gov).

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