

Living Safely

with disabilities and special health needs

Preventing Phone Scams



Children's
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An RWJBarnabas Health facility



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 I feel that a phone caller is a scammer, I hang up the phone immediately.

Even if the caller asks for me by name, it might still be a scam. If I am unsure, hang up the phone.

After I hang up, I might want to describe the call to someone I know and trust.



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



If I did not make the call to initiate a transaction or change information on an account, it is likely a scam.

I can ask someone I know and trust for guidance.



If the caller has an automated or computerized voice – otherwise known as a robocall – I do not press any numbers on my phone.

Responding to robocall requests may result in the spread of my phone number to get more robocalls.

Usually, a robocall will not let me communicate with a person or let me remove my phone number from their lists.



I can learn more about phone features such as call-blocking and call-labeling.

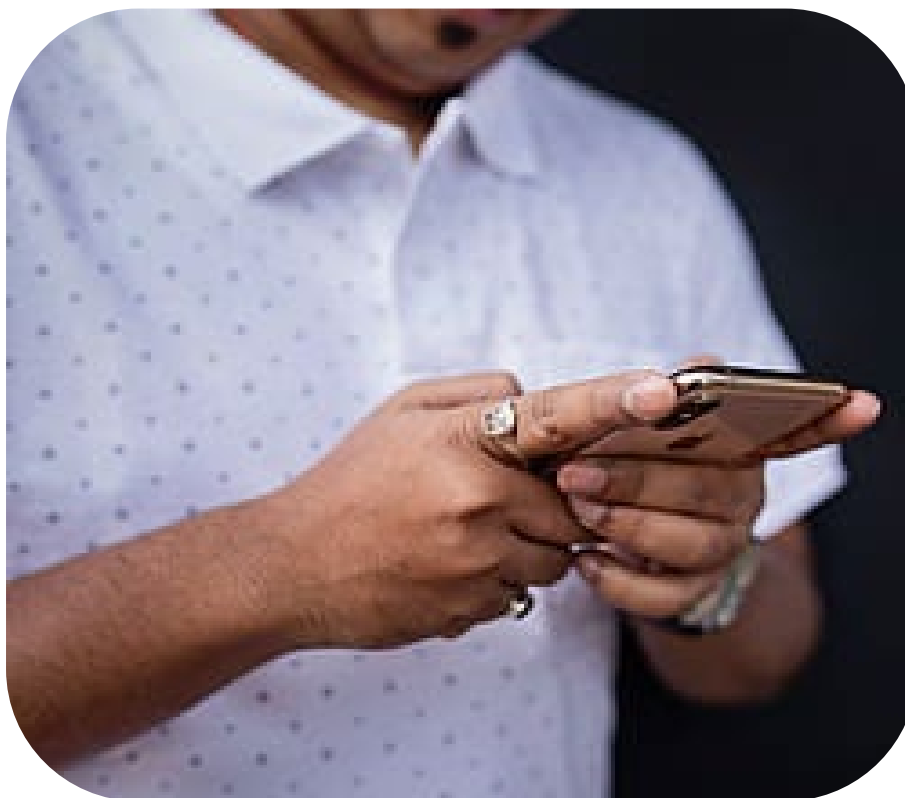
I need to be careful. Some phone scammers can change the name that appears on my phone's caller ID. That is called spoofing.

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 myself 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 I have.



I can learn more about what to do about unwanted calls by going to this website www.ftc.gov/calls.

For more Living Safely resources, visit www.rwjbh.org/cshlivingsafely

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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