

BASIC TIPS TO STOP UNWANTED CALLS AND AVOID PHONE SCAMS

Available in English & Spanish



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FACT SHEET
PUBLICATION
YEAR 2022

Read through commercial web forms and check for a privacy policy when submitting your mobile phone number to any website. You should be able to opt out of receiving texts.

TIPS TO AVOID UNWANTED ROBOCALLS



Don't answer calls from unknown numbers.



If you are being pressured or threatened for information, do not give it out.

Be aware: Caller ID showing a "local" number does not necessarily mean it is a local caller. You may not be able to tell right away if it is a spoofed call.



Use your mobile phone settings and call blocking tools from your carriers to block phone numbers.



AVOID UNWANTED TEXTS



Don't respond to unwanted texts from questionable sources.



Never click on a link or open an attachment from an unknown texter. Scammers can load malware on your phone or take you to a fake website and ask you to enter personal information.

UNKNOWN NUMBERS:

Don't answer calls from unknown numbers. If you answer such a call, Hang up immediately. You may not be able to tell right away if an incoming call is spoofed. Spoofed means...

CALLER ID "LOCAL":

Don't answer calls from unknown numbers. If you answer such a call, hang up immediately. You may be unable to tell immediately if an incoming call is spoofed. Spoofing is a cybercrime that happens when someone impersonates a trusted contact or brand, pretending to be someone you trust in order to access sensitive personal information.

Caller ID showing a "local" number does not necessarily mean it is a local caller. What to do:

- You should hang up if you answer the phone and the caller - or a recording - asks you to hit a button to stop getting the calls. Scammers often use this trick to identify potential targets.
- Do not respond to any questions, especially those that can be answered with "Yes."
- Never give out personal information such as account numbers, Social Security numbers, mother's maiden names, passwords, or other identifying information in response to unexpected calls or if you are at all suspicious.

PHONY COMPANIES:

If you get an inquiry from someone who says they represent a company or a government agency, Hang up and call the phone number on your account statement, in the phone book, or on the company's or government agency's website. Verify the authenticity of the request. You will usually get a written statement in the mail before you get a phone call from a legitimate source, particularly if the caller is asking for payment.

Immediacy: Use caution if you are being pressured for information immediately.

VOICE MAIL, TELEMARKETING, ROBOCALL:

If you have a voicemail account with your phone service, be sure to set a password for it. Some voicemail services are preset to allow access if you call in from your own phone number. A hacker could spoof your home phone number and gain access to your voicemail if you do not set a password.

- Talk to your phone company about call blocking tools they may have and check into apps that you can download to your mobile device to block unwanted calls.
- If you use robocall-blocking technology already, it often helps to let that company know which numbers are producing unwanted calls so they can help block those calls for you and others.
- To block telemarketing calls, register your number on the Do Not Call List. Legitimate telemarketers consult the list to avoid calling both landline and wireless phone numbers on the list.

Sources: Federal Communications Commission & Consumer and Governmental Affairs Bureau · 45 L Street NE, Washington, DC 20554
1-888-CALL-FCC (1-888-225-5322) · TTY: 1-888-TELL-FCC (1-888-835-5322) · www.fcc.gov/consumer-governmental-affairs-bureau

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