

## **Tips for handling Robocalls**

<Originally published in the Summerplace News, October 2019>

- If you answer the phone and the caller—or a recording—asks you to hit a button to stop getting the calls, you should just hang up. Scammers often use this technique to identify potential targets.
- Do not respond to any questions, especially those that can be answered with “yes.” The scammers can record your voice and then fraudulently splice it into what seems like a statement giving them permission to sign you up for an expensive service.
- Never give out personal information such as account numbers, Social Security numbers, your mother’s maiden name, passwords, or other identifying information in response to unexpected calls if you are at all suspicious.
- If you get a call from someone who says they represent a company or government agency, hang up and call the phone number on your account statement, in the phone book, or on the company’s or agency’s website to 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 a payment.
- Talk to your phone company about blocking tools they may have and check into apps that you can download to your mobile device to block unwanted calls.
- To block telemarketing calls, register your number on the Do Not Call List. Register online at [www.donotcall.gov](http://www.donotcall.gov) or call 888-382-1222. Legitimate telemarketers consult the list to avoid calling both landline and wireless phone numbers. You should relist on this website at least every 3 years.
- Finally, make yourself less of a target by never giving out your numbers online or posting them publicly in your social media profiles as they will likely be snatched up by scammers.