



Massachusetts Elder Identity Theft Coalition

HOW TO PROTECT YOURSELF FROM PHISHING SCAMS AND LIMIT ROBOCALLS:

- (1) Do not trust your caller ID;
- (2) Do not “press 1” or answer any questions, just hang up the phone;
- (3) Consider “low-tech” solutions like keeping your contacts up-to-date and using call blocking tools built into your phone;
- (4) Contact your carrier for landline/VOIP call blocking solutions or consider installing a call blocking app if you own a smart phone (links to call blocking information on carrier websites available at www.fcc.gov/unwanted-calls another good source of information is the attachment: Complete-Guide-CUS-4-9-18_RoboandUnwantedCalls.revised);
- (5) Report phone scams at www.FTC.gov, unwanted sales calls at www.donotcall.gov, and the IRS impersonation scam to www.TIGTA.gov; and
- (6) Please do sign up for the DO NOT CALL list at www.donotcall.gov; it won't stop scammers but does help stop unwanted telemarketing sales calls.

Robo call blocking apps – how they work:

- Different products work differently
- Individual privacy/convenience considerations
- Wanted calls may be blocked accidentally

What is being done behind the scenes to stop Robocalls/the Federal CC and others:

- FCC Inquiry: “Advanced Methods to Target and Eliminate Unlawful Robocalls” (CG Docket No. 17–59)
- Robocall Industry Strike Force work on deployment of SHAKEN/STIR call authentication system