



## Coronavirus Scams: What to look out for

Friend,

I wanted you to see information that the Federal Communications Commission (FCC) put together with consumer warnings and safety tips regarding scam calls and texts on fake coronavirus cures, test kits.

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### COVID-19 Consumer Warnings and Safety Tips

As the novel coronavirus (COVID-19) pandemic continues to impact the United States, phone scammers have seized the opportunity to prey on consumers.

The FCC has received reports of scam and hoax text message campaigns and scam robocalls offering free home testing kits, promoting bogus cures, [selling health insurance](#), and preying on virus-related fears.

A text message scam may falsely advertise a cure or an offer to be tested for coronavirus. Do not click on links in texts related to the virus, and check [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus) for the most current information.

Text message hoaxes may claim that the government will order a mandatory national two-week quarantine, or instruct you to go out and stock up on supplies. The messages can appear to be from a "next door neighbor." The National Security Council [tweeted that these are fake](#).

Scammers are also using robocalls to target consumers during this national emergency.

For example, the [World Health Organization](#) recently issued a warning about criminals seeking to take advantage of the pandemic to steal money or sensitive personal information from consumers. It urges people to be wary of phone calls and text messages that purport to be from the WHO, or charity organizations, asking for account information or for money.

The FCC has received reports of robocalls purporting to offer free virus test kits, in an effort to collect consumers' personal and health insurance information. One [pernicious version of this scam](#) is targeting higher risk individuals with diabetes, offering a free COVID-19 testing kit along with a free diabetic monitor. Other robocalls are marketing fake cures and asking for payment over the phone.

The [Federal Trade Commission](#) and the [U.S. Food & Drug Administration](#) have posted consumer warnings about fake websites and phishing emails used to promote bogus products.

Opportunists are also making robocalls to offer HVAC duct cleaning as a way to "protect" your home and family from the virus.

Finally, there have been news reports about possible government issued checks being sent to consumers. If that happens, **no one** will call or text you to verify your personal information or bank account details in order to "release" the funds.

If you think you've been a victim of a coronavirus scam, contact law enforcement immediately.

The FCC offers the following tips to help you protect yourself from scams, including coronavirus scams:

- Do not respond to calls or texts from unknown numbers, or any others that appear suspicious.
- Never share your personal or financial information via email, text messages, or over the phone.
- Be cautious if you're being pressured to share any information or make a payment immediately.
- Scammers often [spooof phone numbers](#) to trick you into answering or responding.
- Remember that government agencies will never call you to ask for personal information or money.
- Do not click any links in a text message. If a friend sends you a text with a suspicious link that seems out of character, call them to make sure they weren't hacked.
- Always check on a charity (for example, by calling or looking at its actual website) before donating. ([Learn more about charity scams.](#))

For more information about scam calls and texts, visit the [FCC Consumer Help Center](#) and the [FCC Scam Glossary](#). You can also file a complaint about such scams at [fcc.gov/complaints](https://www.fcc.gov/complaints).

I will continue to keep you updated regularly through emails, social media posts, and telephone town

halls as this outbreak and the response to it continues to develop.

As always, I encourage you to share this information with your family, friends, and neighbors and encourage them to sign up for my updates so they never miss a piece of breaking information.

Sincerely,

Rob



*"To keep up to date with my thoughts on the issues you care most about, sign up [here.](#)"*