NCDOJ: PUBLIC PROTECTION

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Public Protection Section
NORTH CAROLINA DEPARTMENT OF JUSTICE

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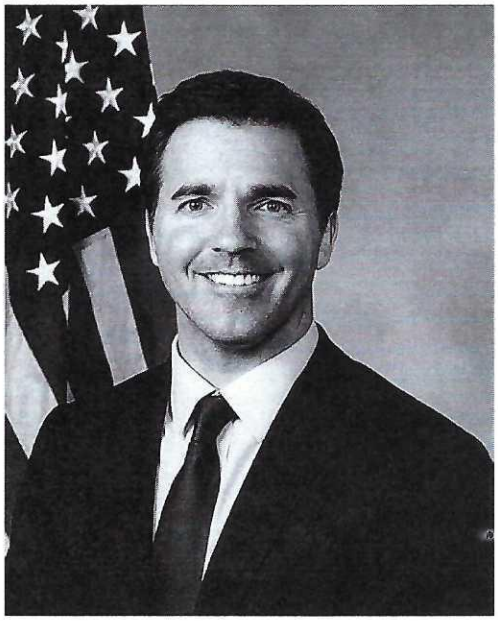
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NCDOJ MISSION

The North Carolina Department of Justice protects the people of North Carolina through its work

1) to prevent crime and support law enforcement,
2) to safeguard consumers, and
3) to defend the State, its people, and their constitutional rights.

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Attorney General
Jeff Jackson

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What Is a Scam & Who is Affected?

- A dishonest scheme that is aimed at taking money or something of value from an unsuspecting individual or group of individuals
- EVERYONE is susceptible of being scammed, regardless of gender, age, race, or education!



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Avoiding Phone Scams

- Do not answer "unknown caller"
- Don't trust caller ID (spoofing)
- Hang up on caller/recording asking you to press a button to stop calls
- Hang up if feeling pressured, scared or unsure
- Do not respond to questions
- Do not give out personal information

Think before you answer and if you are suspicious, HANG UP!
Call back on a verified number if you have concerns

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SIGN UP FOR DO NOT CALL REGISTRY

DK1

1-888-382-1222
www.donotcall.gov



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Josh Stein
OPERATION SILVER SHIELD

REPORT ROBOCALLS:
ncdoj.gov/norobo
1-844-8-NO-ROBO

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Common Text Scams

- Missed delivery notifications
- "Is this you?" messages
- Bank account closing
- Credit card locked
- IRS/Government agency question
- Problem with subscription payment
- Fake fraud alert (purchase you didn't make)



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Avoiding Text Scams

- DO NOT RESPOND
  - Do Not Click
  - Do Not Answer
  - Do Not Send "STOP"



- **Never Click on Links!**
- Concerned? Call agency on VERIFIED number
- Report message to 7726

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Online Prevention Tips

- Practice good cyber hygiene – update software, install anti-malware, use strong passwords, clear cache
- Don't click links or open attachments from unverified sender
- Enable online banking & monitor accounts
- Adjust privacy settings
- Consider multifactor authentication

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Everyday Prevention Tips

- Watch out for skimming, especially at gas stations & ATMs
- Perform "wallet audit" & remove unnecessary cards
- Shred documents with personal information
- Collect mail quickly
- Ask a friend if in doubt
- Beware of false sense of security



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Free Annual Credit Report

- Review Credit Report for Accuracy - Flag Potential Identity Theft
- Free Annual Report from the 3 major Credit Bureaus: Equifax, Experian, TransUnion
  - Request a Report from Different Agency Once Every 4 Months for Year-Long Review

EQUIFAX® experian. TransUnion

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Prevent ID Theft: Credit Security Freeze

- Contact all 3 Consumer Credit Agencies
  - Equifax
  - Experian
  - TransUnion
- Create PIN for each agency
- Free
- Permanent (can be paused)



www.ncdoj.gov/protecting-consumers/protecting-your-identity/free-security-freeze/

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NCDOJ Contacts

- **TO FILE A CONSUMER COMPLAINT:**
  ncdoj.gov/complaint
- **TO SIGN UP FOR INFORMATION & SCAM ALERTS:**
  ncdoj.gov/alertsignup
- **TO CALL THE CONSUMER PROTECTION DIVISION:**
  1-877-5-NO-SCAM (566-7226)
  ~En Espanol (919)716-0058
- X/TWITTER @NCAGO
- INSTAGRAM @NORTHCAROLINADOJ
- FACEBOOK @NCDOJ
- YOUTUBE @NCAGO

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