ROBOCALLS
WHAT YOU NEED TO KNOW

PERSONAL INFORMATION

Never provide your personal information including:

- name;
- address;
- birthdate;
- account numbers, passwords or PIN numbers; and/or
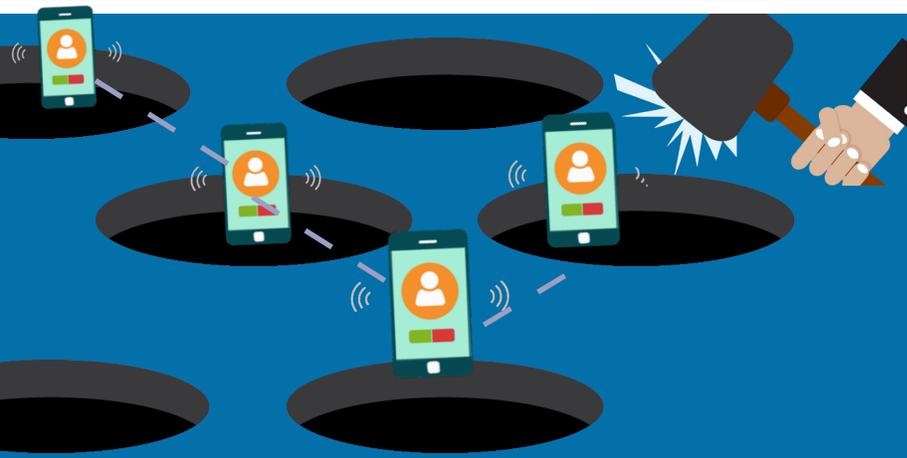- Social Security Number.

DID YOU KNOW?

Answering unsolicited calls and pressing numbers verifies that your number is a working number, which results in more calls.

If you think a call is real and you're concerned, search for the company's phone number on their website and call that instead of the number provided by the robocaller.

WHY DOESN'T THE DO NOT CALL REGISTRY STOP ROBOCALLS?

The Do Not Call Registry is designed to stop sales calls from real companies that follow the law. Scammers don't care if you're on the Registry.

The Federal Communications Commission and Federal Trade Commission (FTC) do not and cannot block calls.

ACTION STEPS TO PREVENT FRAUD

- Place a fraud alert on your credit report.
- If you provided account numbers:
  * contact your financial institution and ask them to block unauthorized withdrawals.
  * Follow up with a visit to the bank and provide written notice of the incident and your request.
  * Keep a copy for your records.
- File a complaint with the Michigan Attorney General's Consumer Protection team (mi.gov/agcomplaints).
- Report the call to the FTC (donotcall.gov).
- Learn more about telemarketing fraud on the Attorney General's website (mi.gov/agconsumeralerts).

PREVENTION CHECKLIST

- Add your phone number to the National Do Not Call Registry (donotcall.gov).
- Don't provide personal information over the phone.
- Don't answer calls from unrecognized numbers or callers.
- Hang up on robocalls.
- File a complaint on the Michigan Department of Attorney General's website (mi.gov/agcomplaints).
- Report robocalls to the FTC (donotcall.gov).
- Use call-blocking software and talk to your service provider about your options.
- Download a call-blocking app.