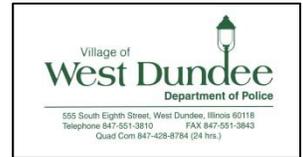




West Dundee Police Department



Telephone Fraud Alert

• PHONE FRAUD • VISHING • CALLER ID SPOOFING •

The West Dundee Police Department has received numerous reports of telephone fraud, many of which incorporate methods known as Vishing and Caller ID Spoofing. Please familiarize yourself with the following terminology to reduce the chances of becoming victimized:

- **Vishing** is the use of fraudulent phone calls to trick people into giving money or revealing personal information. Vishing is a new twist on an old problem, being telephone scams. Vishing frequently involves a criminal pretending to represent a trusted institution, banking establishment, company, or government agency.
- **Caller ID Spoofing** is the use of Caller ID phone numbers of trusted institutions, company, or government agency, in order to gain the victim's confidence. Many scammers have the technical capability to generate the display of any identity and phone number on most Caller ID equipment.

Current Scam Trends show that local banking establishments, the West Dundee Village Hall and even the West Dundee Police Department's information have been used to "**spoof**" the Caller ID's of unsuspecting victims.

In some of these scams victims have been asked for personal information, bank account numbers, credit card numbers, social security numbers and payments in the form of gift cards.

NOTE: Village of West Dundee & West Dundee Police personnel will never call and ask for personal information or payments over the phone.

AVOID BEING SCAMMED

- Don't answer calls from unknown numbers.
 - If you answer, insist on the caller's name, identification/badge number, agency or company name and advise them you will call them back.
 - If they refuse HANG UP!
 - **DO NOT CONFIRM ANY INFORMATION, PRESS ANY BUTTONS ON YOUR PHONE OR PROVIDE THE CALLER WITH ANY OF YOUR PERSONAL INFORMATION!**
- IF IT DOESN'T ADD UP; HANG UP!**

NOTE: NO LEGITIMATE ENTITY WILL ASK FOR GIFT CARDS AS PAYMENT!

If you feel you have been the victim of Vishing, Spoofing or other Fraudulent activities call the West Dundee Police Department by contacting the Quad Com Dispatch center at 847-428-8784 to file a police report.

For more information:

- Visit the Federal Trade Commission at:
<https://www.consumer.ftc.gov/articles/0208-phone-scams>
- Visit the Federal Communications Commission at:
<https://www.fcc.gov/spoofing>
- Watch FCC Consumer Video at link below:
<https://www.youtube.com/watch?v=PS3IIQfRLD8>



Avoid Spoofing Scams

Phone scammers often disguise their identity by using illegal spoofing techniques to send false information to your caller ID display. To trick you into answering, spoofer may use local area codes and numbers that look familiar. Or they may impersonate a company you do business with, such as a local utility, or even a government agency.

Here are some good ways to avoid being spoofed:

- Don't answer calls from unknown numbers.
- If you answer and it's not who you expected, don't hang on, hang up.
- If a caller asks you to hit a button to stop getting calls, just hang up.
- Never assume an unexpected call is legitimate. Hang up and call back using a number you can verify on a bill, a statement, or an official website.
- Be suspicious. Con artists can be very convincing: They may ask innocuous questions, or sound threatening, or sometimes seem too good to be true.
- Don't give out personal information – account numbers, Social Security numbers or passwords – or answer security questions.
- Use extreme caution if you are being pressured for immediate payment.
- Ask your phone company about call blocking tools for landlines or apps for mobile devices.
- Report spoofing scams to law enforcement, the FCC and the FTC.

