

Many Ohioans are home now more than ever due to COVID-19.

Has your phone been ringing more with numbers you don't know?

BEWARE – some scammers use cleverly designed phone calls to try to trick you into handing over personal information or your money.

The Ohio Attorney General's Office, Consumer Protection Section, offers tips to help:

If you receive a call and don't recognize the number, **DON'T ANSWER!** Let the caller leave a message and research what is said to see if it's legitimate.

Many scammers pretend to be **IRS, Social Security or other government officials**. Others pitch extended vehicle warranties, lower credit card interest rates or medical devices. Some may even pretend to be a local **COVID-19** contact tracer.

Scammers can “**spoof**” caller ID by pretending to call from your area code or another trusted-looking number. For example, they can make it seem as if they are calling from the **CDC** or a similar organization.

If you receive an illegal robocall, report it to the Ohio Attorney General's Office! Call 800-282-0515 or visit www.OhioProtects.org.



Red flags of a scam



Pressure to pay or give out personal information immediately.



Payment requested via wire transfer, gift card or prepaid money card.



Requests to keep the conversation a secret.



PROTECTING ★ THE ★ UNPROTECTED

Tens of thousands of consumers turn to the **Ohio Attorney General's Office** each year for **FREE** help in resolving consumer issues, learning how to avoid scams and deceptive practices, and finding dependable information on a wide range of other topics. **The Consumer Protection Section offers:**

Informal Dispute Resolution

Trained consumer complaint specialists work with consumers and businesses to resolve ongoing disputes for many types of consumer transactions.

Common complaints involve debt collection, used cars, home improvements, price gouging and COVID-related cancellations and refunds.

Presentations

Qualified consumer educators conduct presentations to educate groups or organizations on consumer-related topics such as senior scams, ID theft, cybersecurity and more. Currently, all presentations are offered virtually.

Identity Theft Response

Consumer advocates work to rectify the effects of identity theft.

Robocall Enforcement Unit

Ohioans can report illegal robocalls, which allows the unit to share that data to help trace some of the calls.

Publications

The Consumer Protection Section offers a number of publications, online and in-print, to educate on various consumer-related topics.



DAVE YOST
OHIO ATTORNEY GENERAL

For more information about these and other important consumer protection issues, visit www.OhioProtects.org or call 800-282-0515.