

## Beware of fake Amazon email/phone scam

There have been a lot of reports of members receiving phone calls or emails from someone pretending to be from Amazon.com.

In one version of the scam, you get a call and a recorded message that says there's something wrong with your account. It could be a suspicious purchase, a lost package, or an order they can't fulfill. In all scenarios, the message says you can press 1 to speak with a representative or they will give you a number to call. Once you are connected with a live person, they will claim they can help you stop the fraudulent charge to your account. That's when they will ask you for personal information, like your account password, your credit/debit card number, or they may even try to get you to give them remote access to your computer. **DO NOT GIVE THEM ANY OF YOUR PERSONAL INFORMATION.**

In the second version of the scam, you will get an email that looks like a purchase confirmation email or one that alerts you of suspicious activity on your Amazon account. In both cases, they will include a phone number you can call if you did not make the purchase. Once you call that number, you'll go through the same process as with the phone call above.

### Here's what you can do to protect yourself from online/phone scams:

- **Slow down.** It's only natural to panic when you receive a phone call or email that leads you to believe your information has been compromised. Give yourself some time to do some research and to check your account to see if unauthorized purchases have been made.
- **Don't respond to calls, emails, or texts from Amazon.** Amazon will not call you or email you to confirm a purchase was made by you. If you get such a call, email, or text, do not press 1 or call the number they give you. If you think there may actually be a problem with your account, contact Amazon directly from their website.
- **Check the official FTC (Federal Trade Commission) website** and read through some of the current scams to educate yourself on what to look for.