



Important Tips About Online and Telephone Scams

- **Know the points of contact for those caring for your children or aging parents and methods they will use to communicate with you.** Scammers have used phone calls purporting to be from schools or care facilities to obtain personal information.
- **Similarly, review insurance and medical provider's sites for resources and always remember they won't be calling you directly unless you have ongoing care occurring.** Use your insurer's online patient portal, or tell anyone asking for personal information that you need to call back and contact your doctor's office directly.
- **Be vigilant of new Facebook connection requests, often scammers will create new accounts to connect with people and then expand to their friends.** Look at the account for how long it's been active, if they have any postings/content, or if they have any other reputable connections.
- **Hoaxes and scams will increase.** Don't click on email links or respond to Facebook requests to help support charities, even if they are ones you know. Contact the charity directly via the contact information they provide on their home page if you would like to give. Here's a helpful resource:
<https://www.consumer.ftc.gov/articles/0074-giving-charity>
- **Don't click on links or respond to emails from unknown senders or emails sent from someone you know but seems off.** Use the phone and call them. Trust me, they'll appreciate hearing from you and catching up! If you suspect a hoax or scam, report to the appropriate officials:
 - <https://www.fbi.gov/scams-and-safety/common-fraud-schemes/internet-fraud>
 - <https://www.usa.gov/stop-scams-frauds>
- **Be Aware – Be Secure.** The best way to combat fake news, conspiracy theories and giving way to fear is to stay informed through reputable sources, such as the city of Aurora, the CDC and Colorado Department of Public Health and Environment.

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