



# IMPORTANT NOTICE



## COVID-19 Consumer Warnings and Safety Tips

The FCC offers the following tips to help you protect yourself from scams, including coronavirus scams:

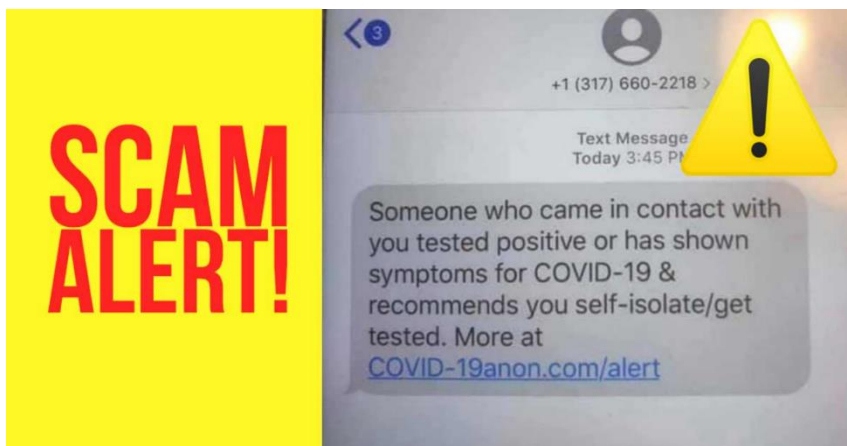
- Do not respond to calls or texts from unknown numbers, or any others that appear suspicious.
- Never share your personal or financial information via email, text messages, or over the phone.
- Be cautious if you're being pressured to share any information or make a payment immediately.
- Scammers often [spooft phone numbers](#) to trick you into answering or responding. Remember that government agencies will never call you to ask for personal information or money.
- Do not click any links in a text message. If a friend sends you a text with a suspicious link that seems out of character, call them to make sure they weren't hacked.
- Always check on a charity (for example, by calling or looking at its actual website) before donating. ([Learn more about charity scams.](#))

For more information about scam calls and texts, visit the [FCC Consumer Help Center](#) and the [FCC Scam Glossary](#). You can also file a complaint about such scams at [fcc.gov/complaints](https://www.fcc.gov/complaints).



## Sample Scams

- Impersonating U.S. Department of Health and Human Services (DHHS, informs recipients that they must take a "mandatory online COVID-19 test" using the included link.
- Robocalls purporting to offer free virus test kits, in an effort to collect consumers' personal and health insurance information.
- Robocall scams with COVID-19 themed work-from-home opportunities, student loan repayment plans, and debt consolidation offers.
- Text message hoaxes may claim that the government will order a mandatory national two-week quarantine, or instruct you to go out and stock up on supplies.



### Resources:

COVID-19 Consumer Warnings and Safety Tips | Federal (2020). Retrieved April 17, 2020, from <https://www.fcc.gov/covid-scams>