The Washington Post | HELP DESK

Approach all texts, emails, direct messages and phone calls with skepticism. Use these warning signs and techniques to minimize falling for scams.

Signs it's a scam

- It claims you've won something or are getting anything for free.
- It's about a purchase, delivery or transaction you don't remember.
- You didn't initiate the exchange. If it's out of the blue, that's a red flag.
- You're asked to pay in a shady way (gift cards, cryptocurrency, wire transfers, or peer-to-peer payment apps like Venmo, Cash App, PayPal or Zelle).
- It's related to something in the news, like a donation request for a natural disaster.
- You feel panicked. Criminals want to trigger your fight or flight response.

Safety precautions you should take

- Don't pick up calls from unknown numbers.
- Don't click on links in texts, emails or other messages.
- Assume people and companies aren't who they say.
- Reach out to the person or company through a secondary contact to verify.
- Ask a friend or family member about suspicious messages.
- Slow down and trust your gut.

Important phone numbers

Amazon	
Apple	— 800-692-7753
IRS	— 800-829-1040
Social Security Administration ———	— 800-772-1213

(bank)	(phone number)	
(tech support)	(phone number)	
(tech support)	(priorie riumber)	
(family member)	(phone number)	
	(phone number)	
	(phone number)	
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