

NCPW 2015 Imposter Scams Twitter Chat

On Tuesday, March 3, 2015, FTC staff co-hosted a Twitter Chat about imposter scams as part of [National Consumer Protection Week](#).

Staff used the agency's @FTC Twitter account, and the hashtag: #NCPW2015.

Note: Tweets in their original order remain on the FTC's Twitter account for as long as Twitter allows.

Happening Today: Twitter Chat to discuss imposter scams. Join us at 2pm ET to recognize and report these scams. #NCPW2015

Our #NCPW2015 chat is about to start – here is how our chats work: <http://go.usa.gov/3xURd>

Hi everyone! I'm Patti Poss from the FTC's Bureau of Consumer Protection. Ready to chat with you about imposter scams. #NCPW2015

Who else is joining the chat today? #NCPW2015

Thanks to everyone who is joining us! Let's jump into the discussion – what questions do you have about imposter scams? #NCPW2015

Q1 RT [REDACTED] #NCPW2015 - Any idea why imposter #scams are so popular? Or how they get the #phone numbers to #call?

A1: Imposter scams are 3rd most popular complaint 2 FTC. (1/2) #NCPW2015

A1: (2/2) These scams work because they pretend to be known businesses or gov agencies or people you trust. #NCPW2015

A1 re: Numbers // scammers often use technology like robodialers to call millions of people at random. #NCPW2015

Q2 RT [REDACTED] what are some tips to help consumers recognize scam? #NCPW2015

A2: A scammer calls you and impersonates the gov, business, or friend w/ dire circumstance and asks for money. #NCPW2015

Q3 MT [REDACTED] #NCPW2015 My Google Chrome browser corrupted & I started getting pop-ups telling me they could fix it. What can be done?

A3 Learn how to avoid fake tech support scams: <http://go.usa.gov/3xEg9> #NCPW2015

Q4 RT [REDACTED] @FTC Are you seeing an increase in imposter scams involving lenders or banks? #NCPW2015

A4: Imposter scams generally are the 3rd most popular - IRS imposter scams are up more than 2300%. <http://go.usa.gov/3xm3H> #NCPW2015

Q5 RT [REDACTED] Trustworthy businesses are affected by scammers, too. How can they help fight fraud? #NCPW2015

A5 Raise awareness - get consumers talking about fake calls so they recognize them. See speaking of scams: <http://go.usa.gov/3xU2F> #NCPW2015

Lots of great tweets so far! If you have any specific qs about imposter scams, let me know! Will try to get to other topics, too. #NCPW2015

Q6 MT [REDACTED] What should you do once you realize you've been scammed? #legalaid #NCPW2015

A6 Report it to FTC, agency or biz impersonated & talk with your bank or money transfer service right away to try to stop payment. #NCPW2015

A6 You can file a complaint with the FTC online at <http://www.ftc.gov/complaint> or call 877-FTC-HELP. #NCPW2015

Q7 RT [REDACTED] A question for #NCPW2015: what precautions do you tell consumers to take to prevent #scams?

A7: Here are 10 ways to avoid fraud: <http://go.usa.gov/3xmjR> #NCPW2015

Q8 RT [REDACTED] #NCPW2015 - what tool are fraudsters using more for imposter #scams - #email or #phone #calls?

A8 Scammers use a variety of tactics to get to you but the phone is a commonly used tool in many frauds. #NCPW2015

Q9 MT [REDACTED] why report scams when the FTC cannot resolve individual complaints? #NCPW2015

A9 Complaints matter! They help us and our partners identify & shut down scams. See: <http://go.usa.gov/3xmk9> #NCPW2015

A9 RT [REDACTED] Complaints to FTC read by local, state and fed law enforcement who may take action when complaints increase #NCPW2015

We have one time for one more question! #NCPW2015

Q10 RT [REDACTED] Are there any new imposter scams just starting to hit the radar that we should watch out for? #NCPW2015

A10: These are the top 10 imposter scams you told us about in 2014. Watch for riffs on them:
<http://go.usa.gov/3xm9x> #NCPW2015

Thx for all the great questions -- if you have any final tips for consumers on imposter scams or other scams, please share, too! #NCPW2015

Remember -- Fed govt agencies and employees will never call you to ask you to send money.
<http://go.usa.gov/3xUbB> #NCPW2015

If you are suspicious of biz imposters calling, hang up and call a number you know to be genuine for the business. #NCPW2015

Talk about imposter scams with your family and friends so they recognize these fake calls and avoid being ripped off. #NCPW2015

Thanks again for all your questions. I am signing off. Have a great National Consumer Protection Week! #NCPW2015