

From the Desk of Constituent Services...

Our office receives calls monthly from someone who has fallen victim to fraud, identity theft or a scam, such as threats of suspended Social Security benefits or being arrested by the IRS. Sadly, these scammers tend to target the elderly, but no one is immune.

In support of National Consumer Protection Week 2019, here are some basic strategies and tips you can implement and share with your loved ones:

1. If you receive a call and don't recognize the number let it go to voice mail. It is very easy to fake Caller ID so if someone calls asking for money or personal information, **hang up**.
2. **Never** give money to someone you don't know. If you have any doubts, talk to someone you trust before giving anyone money.
3. Do not give out any personally identifiable information (PII) or other personal or sensitive data such as financial and banking information.
4. Hang up the phone immediately.
5. Report any incident to the Georgia Attorney General's [Consumer Protection Division](#).
6. File a complaint using the [Federal Trade Commission's \(FTC\) Complaint Assistant](#).

Neither the [Social Security Administration \(SSA\)](#) or the [Internal Revenue Service \(IRS\)](#) solicits your personal information over the phone. Additional information can be found on the SSA Office of Inspector General's [website](#) or at [How to know it's really the IRS calling or knocking on your door](#) for information on IRS scams.

Veterans are often targeted by callers claiming to be from "veterans services". They may state there are new types of benefits and want money to help you file or may say your claim file has been "flagged" and request personal and confidential information. If you get a call like this, **hang up immediately**. [Military Consumer](#) is a great resource for service members, veterans and their families.

If you think you or a loved one's social security number has been compromised or identity has been stolen, consider freezing your credit. It is free to do and lets you restrict access to your credit report. You must contact the three credit bureaus separately ([Equifax](#), [Experian](#), and [TransUnion](#)) but once a credit freeze is in place, it secures your file so no one can access it except you.

Additional information on credit freezes, scams, and tips to protect yourself can be found on the Federal Trade Commission's website at www.consumer.ftc.gov.

If you have a specific problem with one of these federal agencies, please contact our office at caseworkga11@mail.house.gov or 770-429-1776. We look forward to serving you should you need our assistance.