A doctor talking on the phone

Description automatically generated

**What to do?**

When you receive an email, text, or phone call, you should call your bank or the company to advise them of what happened. If they are doing this to you, they are doing this to MANY others. Also, you can report this to the FTC. Federal Trade Commission.

NOTE:The FTC does not resolve individual reports, but your report will be entered in the FTC's Consumer Sentinel database and will be available to federal, state, and local law enforcement across the country.

If you think you clicked a link or opened an attachment that downloaded harmful software:

* Update your computer's security software.
* Then run a scan and delete anything it identifies as a problem.
* Learn more about how to get fewer spam emails at [ftc.gov/spam](https://www.consumer.ftc.gov/articles/0038-spam)

If you think a scammer has your information, like your Social Security, credit card, or bank account number:

* Go to [identitytheft.gov](https://www.identitytheft.gov/#/Info-Lost-or-Stolen) for steps you can to take based on what kind of information was lost or exposed.

If you gave your username and password to a scammer:

* Change your password right away. If you use the same password for other accounts or sites, change it there, too. [Create a new password that is strong.](https://www.consumer.ftc.gov/articles/0009-computer-security/)

If someone calls and offers to "help" you recover money you have already lost:

* Don't give them money or personal information. You are probably dealing with a [fake refund scam.](https://www.consumer.ftc.gov/articles/0102-refund-and-recovery-scams/)

**Scam Advice:**

* Learn more about different scams and how to recovery from them at [ftc.gov/scams.](https://www.consumer.ftc.gov/features/scam-alerts)

**General Advice:**

* You can find tips and learn more about bad business practices and scams at [consumer.ftc.gov.](https://www.consumer.ftc.gov/)
* If you’re concerned that someone might misuse your information, like your Social Security, credit card, or bank account number, go to [identitytheft.gov](https://www.identitytheft.gov/#/Info-Lost-or-Stolen) for specific steps you can take.

You can get answers to common questions the FTC gets about filing a report at [ReportFraud.ftc.gov/FAQs](https://reportfraud.ftc.gov/#/faq).

You can also update your report with more details at [ReportFraud.ftc.gov/Update](https://reportfraud.ftc.gov/#/update/interstitial).

Find out what is going on in your state or metro area at [ftc.gov/exploredata](https://www.ftc.gov/exploredata).

Check out [ftc.gov/refunds](https://www.ftc.gov/refunds) to see recent FTC cases that resulted in refunds.