



SHELBURNE POLICE DEPARTMENT

623 Mohawk Trail
SHELBURNE FALLS, MA 01370
TELEPHONE (413)625-8200 FAX (413)489-3005

Gregory D. Bardwell
Chief of Police

Identity Theft – Scams

Just like most agencies, the Shelburne Police Department receives numerous calls about scams, identity theft and fraud. Unfortunately in the world we live in, these scams continue to occur, and leave a large amount of concern among citizens. Please utilize this sheet as a reference if you feel you have fallen victim to a scam. As a general rule, document everything, and don't hesitate to contact your local police department.

Identify Theft:

What should I do first?

- Contact the companies where you know the fraud occurred. Speak to the fraud department and outline that your identity was stolen, and request they freeze or place a hold on your account.
- Change your passwords or PIN number.

Next –

- Make a fraud alert – a fraud alert will last (1) year. It makes it much harder for someone to open new accounts using your name. Contact one of the below companies to do this:
 1. **Experian.com/help** **888-397-3742**
 2. **TransUnion.com/credit-help** **888-909-8872**
 3. **Equifax.com/personal/credit-report-services** **800-685-1111**

Lastly –

- Report it to the FTC – IdentityTheft.gov
Include as much information as possible – This will generate a recovery plan.
- Contact your local police department to file a report (413) 625-8200

Scams:

How do I know it's a scam?

- Scammers will come across like they are from an organization you know. This may be government, or companies or even charities. They use technology to change the number on caller ID, which makes it seem real.
- Scammers will often say that there is a problem or a prize to be awarded. If it is an award, they will make you pay a fee to get it.
- Scammers will scare and pressure you to act immediately. They may tell you to not hang up the phone, which is often in effort to keep you from verifying their information.
- Scammers will make threats, which can be of police arrest, take away your license, or deport you.

- Scammers will make you pay in odd ways – through a money transfer company or putting money on a gift card, then telling them the number back. Some more elaborate scams will send you a check (fake), and make you deposit it, and send them back money.

Avoiding Scams –

- Don't give your personal information over the phone – legitimate organizations won't ask you for your Social Security Number, Driver's License Number, Bank Account, or Credit Card information.
- Don't act immediately, there is no rush.
- Recognize how they ask you to pay
- When in doubt, stop, and talk to a friend or someone you trust, even a police officer
- REPORT SCAMS TO THE FTC <https://reportfraud.ftc.gov/#/>

HELPFUL WEBSITES –

Avoiding Scams 101: <https://www.consumer.ftc.gov/articles/0120-avoiding-scams-101>

Avoiding and Reporting Scams: <https://www.consumer.ftc.gov/features/scam-alerts>

Identify Theft Reporting and Planning: <https://www.identitytheft.gov/>

LifeLock: <https://www.lifelock.com/>

Consumer Data Security: <https://www.security.org/resources/consumer-data-security/>

Shelburne Police Department – 623 Mohawk Trail, Shelburne MA

Dispatch: (413) 625-8200 Office: (413) 625-0304 Ext 5

Gregory D. Bardwell, Chief of Police

Officer Tucker M Jenkins: tjenkins@townofshelburnema.gov

Buckland Police Department – 69 Conway St. Shelburne Falls, MA

Dispatch: (413) 625-8200 James T. Hicks, Chief of Police

Ashfield Police Department – 412 Main St. Ashfield, MA

Dispatch: (413) 625-8200 Office: (413) 628-4441 Ext 1

Beth Bezio, Chief of Police: chief@ashfield.org

When in doubt, reach out!