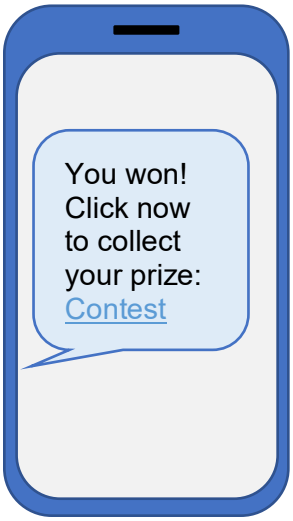
Grassroots Digital Hub

Phone safety tips



Watch out for…

- Calls and SMS/texts from phone numbers you don't know
- A message that makes you really happy or frightened
- A caller or SMS/text that pressure you to act quickly
- An SMS/text that tells you to click a link
- If there is a delay before a caller begins to speak
- If a caller is abusive and threatening
- Any request for money or personal/confidential information

Don't do it!

- Don't give any confidential information, like your social insurance number (SIN), banking information, or username and password.
- Don't send money.
- Don't click links provided.
- Don't respond to the SMS/text.
- Don't call a number that's given to you, or use the call back feature on your phone.

What to do

- It's ok to hang up, or let an unknown caller go to voicemail.
- Block the number.
- If you are worried about a loved one, find their number and call them.

Remember

- Fraudsters can be very tricky and will try everything to manipulate you, including impersonating loved ones.
- Government and banks do not ask for personal information over the phone if they call you. If you call them, they may ask for this information to verify your identity.
- A company that pressures you, doesn't deserve your business.

What you might see or hear

- **A plea for help:** It seems like it's someone you know. They really need your help. Usually they need money. You are told that if you don't help, something bad will happen to them.
    - The caller or SMS/text builds your trust by:
        - Sharing personal information about you and your family (they found it on social media)
        - Sounding just like someone you care about (this may be AI)

- **The threat:** The caller or SMS/text is aggressive and demanding. You may be told:
    - It's the government or a legal service contacting you.
    - Something very bad will happen if you don't take action right away.
    - You must visit a website, or share confidential information, like your SIN or banking information.

- **Great news!** The caller or SMS/text may say that they have a great offer just for you, or that you won a contest, or that you have money coming. You are told to:
    - Act quickly
    - Click a link, or provide person information

  If you ask questions or delay, the text or caller may become abusive.

- **An offer of help:** The caller or SMS/text says that:
    - Your device or account has been hacked ("compromised")
    - To get help, you must click a link or provide confidential information
    - If you delay, you'll lose your funds or services

  You may be told it's your bank or computer service.

If it happens to you

- If you share your username and password, try to change them right away.
- If you share banking or credit card information, call your bank right away.
- Make a report to the police and the Canadian Anti-Fraud Centre's online reporting system or by phone at 1-888-495-8501.
- Tell friends and family what happened to you so that it's less likely to happen to them.

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