

### Information on Coronavirus Scams from the Federal Trade Commission and Michigan.gov

**Undelivered goods:** Online sellers claim they have in-demand products, like cleaning, household, and health and medical supplies. You place an order, but you never get your shipment. Anyone can set up shop online under almost any name — including scammers.

**What to do:** Check out the seller by searching online for the person or company's name, phone number and email address, plus words like "review," "complaint" or "scam." If everything checks out, pay by credit card and keep a record of your transaction. If you're concerned about the pricing of products in our area, contact the Michigan Attorney General's Office at 877-765-8388.

**Robocalls and "Spoofing":** Scammers are using illegal robocalls to pitch everything from scam Coronavirus treatments to work-at-home schemes. They also use a technique called "spoofing" which makes it appear that the call is coming from a legitimate organization or agency.

**What to do:** If you receive a phone call that you suspect to be a scam, hang up. **Do not ever give out personal information to an unsolicited caller.** Don't press any numbers. The recording might say that pressing a number will let you speak to a live operator or remove you from their call list, but it might lead to more robocalls instead.

**Misinformation and rumors:** Scammers, and sometimes well-meaning people, share information that hasn't been verified.

**What to do:** Before you pass on any messages, and certainly before you pay someone or share your personal information, do some fact checking by contacting trusted sources.

**Checks from the Government:** There are reports that the government will be sending money by check or direct deposit to each of us. The details are still being worked out, but there are a couple of important things to know right now: the government will not ask you to pay anything up front to get this money, nor will they ask for your Social Security number, bank account, or credit card number. Anyone who asks for these things or tells you they can get you the money now is a scammer.

**What to do:** Wait for more information to come from official sources.

**For helpful links and information related to the Coronavirus/COVID-19, visit our website at [www.safeseniors.info](http://www.safeseniors.info)** and click on the "coronavirus" tab at the upper right. You can also call "211" or the Michigan Department of Health & Human Services hotline at 888-535-6136 with questions.

*The **SafeSeniors** community partners work together to identify, advocate, and seek justice for older adult victims of abuse, neglect, and financial exploitation in Muskegon, Oceana, and Ottawa Counties.*

*The **Muskegon County SafeSeniors Task Force** conducts criminal investigations involving victims over the age of 60 with an emphasis on financial exploitation and physical abuse and neglect cases.*

**If you suspect abuse, neglect, or exploitation, call Adult Protective Services at (855) 444-3911 at any time.**