Guide to Identifying and Handling Text or Impersonation Scams

1. What Is a Text or Impersonation Scam?

These scams involve messages, often via SMS, email, or messaging apps, where attackers pretend

2. Common Signs of a Scam

Message Red Flags to Watch

For:

- Urgency or pressure: 'Act now or lose access!'
- Unusual requests: Asking for gift cards, wire transfers, or login credentials.
- Spoofed identities: Appears to be from a known contact but uses a different number or email.
- Poor grammar or formatting: Typos, strange phrasing, or inconsistent branding.
- Suspicious links: URLs that don't match the official domain.

3. How to Handle a Suspected Scam Message

Do This:

- Verify the sender using known contact info.
- Report the message to your phone provider, IT team, or FTC.
- Block Phone Number.
- Delete the message.
- Enable spam filters.

Don't Do This:

- Don't click suspicious links.
- Don't reply.
- Don't share personal or financial information.

4. Tips to Stay Safe

- Use multi-factor authentication (MFA).
- Keep software updated.
- Educate your team.
- Use a password manager or vault

5. Quick Reference Checklist

Red Flag	**Description**
Urgency	'Act now!' or 'Immediate action required'
Unknown Sender	Number/email doesn't match known contact
Suspicious Link	URL looks odd or doesn't match official domain
Request for Money	Gift cards, wire transfers, crypto
Poor Grammar	Typos, strange phrasing, inconsistent tone

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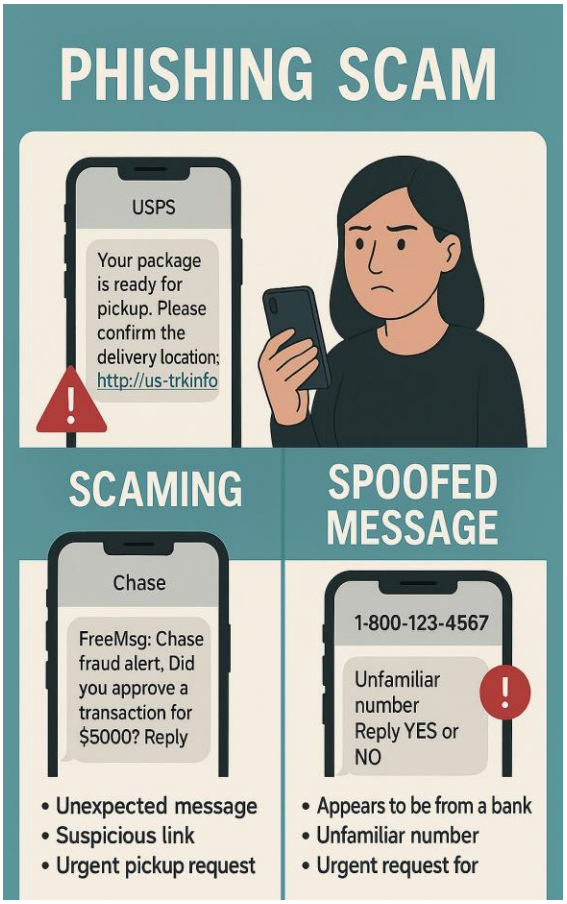

How to Identify and Handle TEXT OR IMPERSONATION SCAMS

These scms Involve messages—often via SMS, email, or mesaging.apps—where attackers pretend to be scmeone trustworthy (e.g. a boss, bank, government agency) to trick you into giving up money.

1 WHAT IS A TEXT OR IMPERSONATIAN SCAM?

Red flags to watch For:

- **Urgency** or pressure: Act now!' or lose access/" ⌞⊐
- **Unusual request:** Asking for gift cards, wire transfers, or login credentials
- **Spooted identities:** Appears to be from a known contact but uses a different number or email
- **Poor grammar or formatting:** Typo, strange phrasing, inconsistent brandi
- **Suspicious links:** URLs that don't match the official domain

VISUAL EXAMPLES OF SCAM MESSAGES

4 HOW TO HANDLE A SUSPECTED SCAM MESSAGE

'Do This:	Don't Do This
Verify the sender contact the per-son or organizau directly using known contact info	Don't click suspicious links
Report the mes-sage.	Don't reply, even to say' Stop
	Don't share personp't ot 'tinancial information

- **Verify the sender** Contact the person or organizabus diree, ly'using known con.
- **Report the me ssage**
  - on your shonk" Black à Report-opt
  - to your IT security tsare.It it's work related
- To FTC ReportFra gov
- **Don't click suspicious links**
- **Don't reply. even te say Stop**
- **Don't share** personal or **financial** information

5 TIPS TO STAY SAFE

- ✓ Use muiti-factor authentication (MFA)
- ✓ Keep software updated to patch security vulnerabilities
- ✓ Educate your team: Regular training on phishing and impersonation tactics
- ✓ Use a password manager

6 QUICK REFERENCE CHECKLIST

Red Flag	Description
✓ Urgency	'Act nowin' or Immediate action required
✓ Unknow Sender	Number donal deam't materan contact
✓ Suspicious Link	URL ooks odd or dotan'leauth cfitcal deprain
✓ Request for Money	Gifficards, wire transters.

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