

SSA IMPOSTER SCAM — FAKE EMAIL

Warning from the SSA OIG: Offers to Increase Your Social Security Benefit Are From Criminals
Criminals Continue to Impersonate Government Agencies

This is, as most scams are, an UNSOLICITED contact either by phone, deceptive text or email that lure recipients to a fake Social Security website! Criminals continue to impersonate SSA and other government agencies in an attempt to obtain personal information, money, or download malware onto phones.

That unexpected offer from the Social Security Administration (SSA) to activate a benefit increase is from a criminal and not the real SSA. Do not share personal or financial information. NEVER click on the links.

What You Should Know:

Criminals are trying to trick people into sharing personal and financial information over the phone or through deceptive text and email messages that lure recipients to a fake Social Security website. Criminals falsely advise recipients to apply to receive Social Security benefits or extra money, such as a cost-of-living adjustment (COLA), or to set up an online account. The message may also provide fake contact information for SSA.

The AR SMP helpline received two reports from beneficiaries who received the suspicious email. The email came from: Social Security Administration <subscription.service@subscriptions.ssa.gov>. SSA advised SMP that they do not have a 'subscription' email address. When you click on the link it asks you to sign in to your My Social security account using the username and password (see image to the right). This may give them access to your account.



TIPS:

- ◆ Seniors think scam call is legitimate because the calls, texts and emails look legitimate!
- ◆ The email asks you to click on a link to click on a link to “Sign Up for Notifications” to access your new benefit amount before your notice arrives.
- ◆ Report suspected scams to oig.ssa.gov/report.

How to Respond:

- ◆ Do Not Click on the links in the email.
- ◆ Report receipt of the scam to the oig.ssa.gov/report.
- ◆ Report receipt of the scam phone call, text or email to the AR SMP
- ◆ Hang up on the caller.
- ◆ Delete suspicious emails and texts.



REPORT all scams to the Arkansas SMP—866-726-2916 / www.ar.gov/SMP