FREE RESOURCE · FAMILY SAFETY · KEEP IT BY THE PHONE

The Family Safety One-Pager

The call that sounds like someone you love

Scammers can copy a voice from a short clip and call with a fake emergency. **If someone may be in immediate danger, call 911 first.** Otherwise, verify before you send anything.

When a call asks for money or private details

01 **Pause.** You can slow down before you act on an unexpected request.

02 **End the call.** Say "I'll call you back." Don't use a number the caller gives you.

03 **Verify on your own.** Call the person on a number you already know. No answer? Try another family member.

04 **Be wary of how they want payment.** Pressure to pay by gift card, wire, crypto, a payment app or cash courier is a warning sign.

A family code word — one extra check

- Pick a word nobody could find online.
- Share it in person, never by text or social media.
- Ask for it — then still call back on a known number.
- Change it if it has been shared or overheard.

> **A familiar voice is not proof. Neither is a correct code word.** Voices can be copied and words can leak. Verifying on your own is the check that counts.

Our family action box — fill it in and keep this page by the phone.

Name · number we know	Code word kept where? (not the word)
Name · number we know	Card fraud line (back of the card)
If I can't reach them, I call	Date we last practiced

If money or information has already gone out

01 **Call now.** Your bank, card company, or the gift-card, wire or payment-app company. Ask to stop or reverse it.

02 **Protect accounts.** Change passwords. Shared your SSN? See IdentityTheft.gov.

03 **Report it.** ReportFraud.ftc.gov and ic3.gov. Age 60+: DOJ Elder Justice Hotline, 1-833-372-8311.

04 **Watch for "recovery" offers.** The FBI's IC3 never charges to recover money.