

PRESSRELEASE

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“Scam Alert Advisory”

Scams are on the rise throughout the state. Especially phone scams, which are easy for the crooks, and tough for police to trace. Many of the scammers are located overseas, and the majority of the victims are told to send funds through wire transfers or prepaid cash cards, which makes it harder to track.

PG&E

Customers are receiving calls that show PG&E's caller ID (1-800-743-5000) on their phones. Customers are told they have a past-due balance and that their electric service will be disconnected unless they make immediate payment through a prepaid cash card, such as a PayPal or Green Dot card. PG&E will **NEVER** request immediate payment through prepaid cash cards from customers over the phone, so customers should treat any request like this as a scam. If a customer ever doubts the validity of an incoming call from PG&E, they should hang up and call the company's customer service number, at (800) 743-5000.

The scammer can “spoof” any number, meaning they can change the caller ID so it appears as though they are calling from a real business, so don't be fooled by the caller ID. It may display the phone number of your local Police Department, Bank, IRS, PG&E or other type of business.

Impersonators

Scammers will impersonate police officers, federal agents and financial service companies. For example: Impersonate an agent from the IRS criminal division and claim you owe back taxes and will face legal action, even arrest, unless you pay by pre-paid money cards. They will also pretend to be acting for a friend or loved one in trouble who needs money. Some scammers may even have accurate information about you, including your Social Security number, bank account numbers, telephone numbers, birth date, address, employer information, and names of relatives or friends.

Elderly/Grandparents

Scammers will sound convincing, threatening that a family member is in trouble, has been in a car accident, or stuck in jail, or detained in a foreign country, or has arrived from across the border, and is in need of money immediately. Scammers will ask you to purchase multiple Money Pak or Green Cards in different denominations, then ask you to call them back with the scratch-off numbers on the cards.

If you receive any calls stating you owe money and they demand immediate payment or threaten to have you arrested - **HANG UP.**

If you receive a call from someone impersonating a Law Enforcement Officer demanding immediate payment or risk being arrested



DO NOT give any information to callers such as: your name, phone number, address, checking account number, pin numbers, birth date, or social security number - **HANG UP IMMEDIATELY.**

If you feel threatened in any way, **notify your local Law Enforcement immediately.**