

Has your business been impersonated in a scam?

Alert BBB, FTC, CFPB or any other monitoring bodies

There may be a pattern of impersonations, of which various monitoring bodies can alert the public

If it is a known scam, BBB and government agencies can also give you best tips for dealing with the exact type of scam

1

Consider changing passwords and access information to accounts

Even if you don't believe your accounts have been compromised, you might consider changing passwords. When scammers have access to internal information, they can make their ploys especially convincing.

In some cases, hackers may have stolen internal information without you ever knowing about it

2

Put out the word to your customers

Create a warning for the public. If you have public facing pages, on social media or a traditional website, we recommend you put out a warning about scammers impersonating your business. We have found consumers are incredibly grateful when a business has put out a warning stopping them from getting scammed.

BBB also recommends putting a message on a voicemail in case customers call to confirm whether they have talked with your business or a scammer.

Encourage affected customers to contact BBB as well

3

Monitor for further activity

Unfortunately, scammers may not be done with your business yet. Train your staff to recognize scams to stop them from getting off the ground in the future

4

Report scams

