

Robocall BASICS

Robocalls are auto-dialed calls that deliver a prerecorded message.

Legal robocalls: Calls from your doctor's office reminding you of an appointment, your child's school with weather-related information, etc.

Illegal robocalls: Calls that you have not consented to that generally try to get you to pay for something or give away personal information

Signs of an illegal robocall

- The call appears to be coming from your same area code but has no connection to the area.
- The call urges you to act quickly.
- The call requests that you press a number to speak with a representative or unsubscribe.
- The caller requests payment via wire, prepaid money card or gift card.



Robocall smarts

- Register your phone number(s) with the Do Not Call Registry online at www.DoNotCall.gov or by phone at 888-382-1222.
- Research services offered by your phone provider to block unwanted calls.
- Install a trusted and reliable app on your cellphone to block or warn of suspicious calls.
- Add trusted phone numbers to your contacts.
- Limit the people and businesses with whom you share your phone number.



- Answer an incoming call when you don't recognize the number.
- Provide personal or financial information over the phone.
- Interact with the caller in any way. Don't press numbers or speak to anyone.
- Call back unfamiliar phone numbers.
- Always rely on caller ID.

Remember: JUST DON'T ANSWER.



DAVE YOST
OHIO ATTORNEY GENERAL

For more information or assistance, visit
www.OhioProtects.org or call **800-282-0515**.



**Remember:
When it comes
to robocalls,
JUST DON'T ANSWER.**

Robocall FAQs

Q: Are robocalls legal?

A: Some robocalls are legal, such as calls from your doctor's office reminding you of an appointment. But other robocalls are illegal — and often used in scams.

Q: I'm on the Do Not Call Registry. Why am I still receiving calls?

A: Many robocalls are placed by scammers who do not check the Do Not Call Registry before calling.

Q: Why am I getting so many robocalls?

A: New technology has made it very easy for scammers to operate. Scammers can now make calls over the internet (known as VoIP) and place thousands of calls at a time at a very low cost.

Q: What are common signs of a robocall scheme?

A: Many robocall schemes impersonate a government agency, such as the IRS. Other ploys focus on extended vehicle warranties, credit card interest reduction rates or medical devices. In almost all pitches, the caller expresses urgency for you to act.



If you receive an illegal robocall, report it to the Ohio Attorney General's Office by texting "ROBO" to 888111, calling 800-282-0515 or visiting www.OhioProtects.org.

Q: Why does my caller ID look like the call is coming from my area?

A: This is known as spoofing, a tool scammers use to entice you into answering. With spoofing, scammers hide their real information and use your area code and exchange, or another trusted phone number, to pretend to be legitimate.

Q: Should I pick up or press a number to tell the person to stop calling me?

A: No. By picking up or pressing numbers, you confirm that you have a live phone number. This might

cause you to receive more robocalls.

Q: What can I do to stop the calls?

A: While there's nothing that is guaranteed to stop the calls, there are apps offered to combat robocalls. Be sure to download apps from trusted sites, or contact your carrier for recommendations.

Q: What should I do if I receive an illegal robocall?

A: JUST DON'T ANSWER. Let the call go to voicemail and then research what is said on the voicemail to see if it's legitimate.



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