There are a number of ways robocallers try to infiltrate your phone. One of the more prevalent techniques is spoofing.

**WHAT IS SPOOFING?**

Spoofing is when a caller disguises their identity by deliberately misrepresenting the name or number that appears on your caller ID display.

In most cases these calls are part of a scheme to trick you into providing valuable personal information such as your Social Security or credit card number.

This information can then be sold illegally or used fraudulently.

**WHAT IS NEIGHBOR SPOOFING?**

Neighbor spoofing is when illegal robocallers display a phone number similar to yours in the hopes that you are more likely to answer the call and provide personal information.

**WHAT CAN YOU DO IF YOUR NUMBER IS BEING SPOOFED?**

Scammers switch numbers frequently so it is likely that within hours they will stop using your number.

**WHEN IS SPOOFING LEGAL?**

There are examples of when spoofing is legal, such as when a doctor uses their personal phone to contact you but the number that appears on your caller ID is their office number.

**HOW TO PROTECT YOURSELF FROM SPOOFING SCAMS**

- Don’t answer calls from unknown numbers
- Hang up if you accidentally answer the phone
- Don’t hit any buttons if the caller instructs you to do so to stop getting these calls
- Don’t answer any questions
- Never provide any personal information
- Verify when the caller claims to represent a company you know or a government agency
- File a complaint online with the FTC or call 1-877-FTC-HELP or FCC or call 1-888-CALL-FCC
- Register your number with the National Do Not Call Registry