

LeRoy Forsman  
Chief of Police



820 2<sup>nd</sup> St. South  
Nampa, Idaho 83651  
(208) 465-2257

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## NAMPA POLICE DEPARTMENT PRESS RELEASE

### **April 23, 2012- Cell phone customers scammed for thousands of dollars**

Nampa Police would like to make the public aware of a scam to gain access to cell phone user's credit cards and bank accounts.

The scam involves a person calling the customer posing as a customer service representative on either their cell phone or home phone. They then tell the customer that they are late paying on their cell phone bill. The caller then demands a credit card or bank account number to bring the account current or the service will be shut off. Many customers have been coerced by the ploy and have provided this information and have become victims to thefts of thousands of dollars that come out of their bank accounts or charges billed on their credit cards. All reported crimes to NPD of this nature have the scammer out of the state of Idaho, thereby making it difficult if not impossible to investigate and prosecute. Many times the stolen monies are not recovered.

Victims have included customers of all major cell phone carriers. Phone numbers are effortlessly accessed on either cell phone data bases on-line and then can be simply identified for the carrier using various internet websites.

Nampa Police would like to remind the public:

- ✓ Never give your banking or credit card information to an unverified source over the phone.
- ✓ Verify sources by asking for a return call number, then use your bill, correspondence or the internet to verify the customer service number.
- ✓ Add passwords or pass codes to your account billing information.
- ✓ NEVER give your passwords or pass codes to unverified sources over the phone.
- ✓ Change passwords and pass codes regularly.
- ✓ Use the direct call feature on your cell phone to contact your carrier directly. (611 for most major carriers)

*Sgt. Tim Randall*  
*Nampa Police Department*  
*Office of Professional Standards*  
208-468-5596  
208-761-9184  
[randallt@cityofnampa.us](mailto:randallt@cityofnampa.us)