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IG Warns Public About Caller-ID “Spoofing” Scheme Misusing SSA Customer Service Number

The Acting Inspector General of Social Security, Gale Stallworth Stone, is warning citizens about an ongoing caller-ID “spoofing” scheme misusing the Social Security Administration’s (SSA) national customer service phone number. SSA has received numerous reports of questionable phone calls displaying SSA’s 1-800 number on a caller-ID screen. This is a scam; citizens should not engage with these calls or provide any personal information.

The reports indicate the calls display 1-800-772-1213, SSA’s national customer service number, as the incoming number on caller ID. People who have accepted the calls said the caller identifies as an SSA employee. In some cases, the caller states that SSA does not have all of the person’s personal information, such as their Social Security number (SSN), on file. Other callers claim SSA needs additional information so the agency can increase the person’s benefit payment, or that SSA will terminate the person’s benefits if they do not confirm their information. This appears to be a widespread issue, as reports have come from citizens across the country.

SSA employees do contact citizens by telephone for customer-service purposes, and in some situations, an SSA employee may request the citizen confirm personal information over the phone. However, SSA employees will never threaten you for information or promise a Social Security benefit approval or increase in exchange for information. In those cases, the call is fraudulent, and you should just hang up.

“This caller-ID spoofing scheme exploits SSA’s trusted reputation, and it shows that scammers will try anything to mislead and harm innocent people,” Stone said. “I encourage everyone to remain watchful of these schemes and to alert family members and friends of their prevalence. We will continue to track these scams and warn citizens, so that they can stay several steps ahead of these thieves.”

The Acting Inspector General urges citizens to be extremely cautious, and to avoid providing information such as your SSN or bank account numbers to unknown persons over the phone or internet unless you are certain of who is receiving it. If you receive a suspicious call from someone alleging to be from SSA, you should report that information to the OIG online at <https://oig.ssa.gov>.

For more information, please visit <https://oig.ssa.gov/newsroom/scam-awareness>. For media inquiries, please contact Andrew Cannarsa, OIG’s Communications Director, at (410) 965-2671.