



How to Respond to an Extortion Call

Getting an extortion call can be shocking—but knowing how to react can make all the difference. These scammers rely on fear and confusion to control the situation. That's why it's important to stay calm, recognize the signs, and follow some key steps to protect yourself and others.

What to Do

- Stay calm. Take a deep breath before reacting.
- Hang up immediately. Do not stay on the line.
- Try to contact your loved ones. Make sure they are safe.
- Report the number. Call 089 or 911 in Mexico.
- Block the number to prevent further calls.
- Let others know. Warn family, friends, or hotel staff.
- Note down what happened for future reporting.

What NOT to Do

- Don't stay on the line—this gives them more control.
- Don't send money under any circumstance.
- Don't give out personal information.
- Don't act under pressure—take a moment to think.
- Don't share the call publicly without verification.

Other Useful Tips

- Create a family safeword:
Having a secret word or phrase helps confirm if someone is really in trouble—or if it's a scam.
- Don't share personal info online:
Scammers gather details from social media. Keep your accounts private.
- Watch out for payment method requests:
Urgent requests via OXXO, transfers or gift cards are red flags.
- Inform kids and elderly family members:
Teaching them about scams reduces their risk of falling for one.
- Add ICE contacts to your phone:
Label trusted contacts for emergencies (ICE = In Case of Emergency).