

# APRIL 2020 CONSUMER ALERT

[www.FDACS.gov](http://www.FDACS.gov)

435-7352  
1-800-HELP-FLA

352-9832  
1-800-FL-AYUDA

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## How to Spot, Avoid, and Report Coronavirus Scams

Scammers are taking advantage of fears surrounding the Coronavirus. The Florida Department of Agriculture and Consumer Services is sharing the following Federal Trade Commission tips to help you fight back.

### VISIT FOR MORE INFORMATION

- [www.fdacs.gov/covid19](http://www.fdacs.gov/covid19)
- [ftc.gov/coronavirus](http://ftc.gov/coronavirus)
- [coronavirus.gov](http://coronavirus.gov)
- [usa.gov/coronavirus](http://usa.gov/coronavirus)

Report suspicious claims or questionable practices: <https://www.fdacs.gov/Contact-Us/File-a-Complaint>

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1-800-FL-AYUDA (1-800-352-9832)

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Treatments & Cures

Ignore online offers for vaccinations and home test kits. If you see ads touting prevention, treatment, or cure claims for the Coronavirus, stop. If there's a medical breakthrough, you're not going to hear about it for the first time from an ad or sales pitch. At this time, there also are no FDA-authorized home test kits for the Coronavirus.

## **Email and Text Scams**

Don't click on links from sources you don't know. It could download a virus onto your computer or device. Make sure the anti-malware and anti-virus software on your computer is up to date.

## **Robocalls**

Hang up on illegal robocallers. Don't press any numbers. The recording might say that pressing a number will let you speak to a live operator or remove you from their call list, but it might lead to more robocalls, instead.

## **Government Relief Checks**

Expect scammers to take advantage of this. Here's what you need to know: The government will not ask you to pay anything up front to get this money. The government will not call to ask for your Social Security number, bank account, or credit card number. Anyone who does is a scammer.

## **Fake Charities**

Do your homework when it comes to donations. Use the organizations listed at [ftc.gov/charity](https://www.ftc.gov/charity) to help you research charities. If someone wants donations in cash, by gift card, or by wiring money, don't do it.

## **Misinformation & Rumors**

Before you pass on any messages, do some fact checking by contacting trusted sources. Visit [usa.gov/coronavirus](https://www.usa.gov/coronavirus) for links to federal, state and local government agencies.

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FDACS is the state's clearinghouse for consumer complaints, protection and information. Consumers who believe fraud has taken place can contact the department's consumer

protection and information hotline by calling 800-HELP-FLA (435-7352) or 800-FL-AYUDA (352-9832) or visiting [www.FloridaConsumerHelp.com](http://www.FloridaConsumerHelp.com).

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**Florida Department of Agriculture and Consumer Services**

**Nicole "Nikki" Fried, Commissioner**

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