



HALIFAX COUNTY GOVERNMENT Information Technology Service

As the novel coronavirus (COVID-19) pandemic continues to impact the United States, phone scammers have seized the opportunity to prey on consumers

Text Scams

Text message scams may falsely advertise a cure or an offer to be tested for coronavirus. Do not click on links in texts related to the virus, and check [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus) for the most current information.

Some text scams are impersonating government agencies. The FCC has learned of a text scam claiming to be from the "FCC Financial Care Center" and offering \$30,000 in COVID-19 relief. There is no FCC program to provide relief funds to consumers. The text is likely a phishing attempt to get banking or other personal information from its victims.

The Better Business Bureau is warning of a text message scam impersonating the U.S. Department of Health and Human Services. Recipients are told they must take a "mandatory online COVID-19 test" using a provided link.

The FCC has also learned of other bogus consumer offers with coronavirus hooks, such as a text scam offering five months of free Netflix service. If you receive a suspicious text purportedly from Netflix, the company has a webpage with instructions for what to do.

Robocall Scams

Scammers are also using robocalls to target consumers during this national emergency.

For example, the [World Health Organization](https://www.who.int) issued a warning about criminals seeking to take advantage of the pandemic in order to steal money or sensitive personal information. The warning urges people to be wary of phone calls and text messages that purport to be from WHO, asking for account information or for money.

Reports have also been received about robocalls purporting to offer free virus test kits in an effort to collect consumers' personal and health insurance information. One pernicious version of this scam targets higher risk individuals with diabetes, offering a free COVID-19 testing kit along with a free diabetic monitor. Other robocalls are marketing fake cures and asking for payment over the phone.



HALIFAX COUNTY GOVERNMENT
Information Technology Service

Yet another robocall message purports to be from the U.S. Department of Health, warning of an outbreak "in your area." The message recommends getting a vaccine and offers to connect you to a "health advisor."

Fraudsters are also preying on financial fears tied to the pandemic. The FCC is aware of robocall scams with COVID-19 themed work-from-home opportunities, debt consolidation offers, and student loan repayment plans. (For legitimate information about the [coronavirus-related interest rate deferral on student loans, check FSA's website.](#))