

# City of Alpena

## News Release of February 21, 2018



### Phone Number Spoofing

It has come to the attention of City Staff that various City phone numbers are appearing on citizens caller ID's.

If answered, most times it is a "robo-call" that may ask for various personal data such as social security numbers, or credit card numbers.

Please be assured that the City of Alpena does NOT use pre-recorded messages and prompts to place phone calls and will never call you to ask for personal information.

If these calls go unanswered, and show up as a missed call, when a citizen calls back they will find that no one from the City called them.

This is known as Caller ID "spoofing". This is not something the City can control. We cannot stop it from happening, but we can reinforce that no staff will ever initiate a call to ask for personal information, credit card numbers, etc. over the phone.

Additionally, you should never give personal information, including, but not limited to, social security numbers, drivers license numbers, or credit card numbers to ANYONE who calls you.

For more information on Caller ID spoofing please visit the following link:

<https://www.fcc.gov/consumers/guides/spoofing-and-caller-id>

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