

HANG UP. CALL BACK.

A FAMILY GUIDE TO AI SCAM CALLS

Scammers can now use AI to copy a familiar voice, or to appear as a police officer or government official on a video call. **You do not have to tell whether it is fake. You only have to check.**

■ THREE SIGNS OF A SCAM

- 1 It is urgent.** You must act now, before you have time to think.
- 2 It is secret.** Do not hang up, do not tell anyone, do not call the family.
- 3 It is about money, in an unusual way.** Gift cards, a wire transfer, cash, cryptocurrency, or moving savings to a “safe” account.

■ WHAT TO DO

- 1 Hang up.** It is not rude. Checking takes only a few minutes.
- 2 Call back on a number you already have.** Never the number the caller gives you.
- 3 Ask for the family safe word** if a relative says they are in trouble.
- 4 Tell someone.** A family member, a friend, or the front desk.

The FBI says law enforcement and government agencies **will never call or text you to demand any form of payment.**

■ NUMBERS I TRUST

NAME

PHONE

NAME

PHONE

FRONT DESK

PHONE

Agree on a family safe word in person. Keep it in your head, not on this page.

If it happens: report it to your local police and at [ic3.gov](https://www.ic3.gov), even if no money was lost.

Sources: FBI Internet Crime Complaint Center, warnings I-091726-PSA (Sept 17, 2026) and I-120324-PSA (Dec 3, 2024); Federal Trade Commission, family emergency scams.