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Scammers Are Once Again Offering Up Fake Refunds

August 7, 2019 Kayla Elliott

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Initial reports of scammers calling individuals offering fake refunds for businesses that were “going out of business” started in 2018. Then there was an [influx](#) in early 2019, and now, they’re back at it.

This time the crooks are offering up fraudulent refunds from companies experiencing “server issues”. They are not targeting one company in particular, as they know that would limit their victim pool. Instead, they keep it pretty vague, hoping the victim will throw them a bone.

Just this week, one of our customers notified the support team the scammers were portraying PC Matic. During the call, the scammer claimed PC Matic experienced server issues, which is why they were issuing \$50 refunds. They initially claimed the issues took place in the last month. Then they stated it was last year – red flag? Just one of many. Next, in order to process the refund, the customer was asked to provide their banking information. DO NOT DO THIS.

Red Flags Galore

First and foremost, if a company was going to issue refunds for any reason, they would not call every single customer. That would take a ridiculous amount of time. Secondly, if a refund was going to be

processed, they would not need the banking information. Businesses keep their customer payment information on file. They may request that you verify the last four digits, but will never ask for the full routing or account numbers.

What to do next...

- If you receive one of these calls, follow these steps:
- Gather as much data as you can. This includes the phone number they are calling from, and you can even ask for a call back number. Get their name and the company they are claiming to be from and their alleged location (this will all be fake, but get it anyway).
 - Once you’ve collected the data, tell the caller you know its a scam and will be calling the authorities. This will deter them from calling again.
 - Contact your local authorities and share with them all of the data you collected.
 - Always keep in mind you should never share your banking information or personally identifiable information with anyone who is calling you.
- Robbery of Individual

Local Crime of Opportunity Update/Trends for June-July '19

Robbery:

No Robberies were reported in June; 4 Robberies (3 Aggravated) events occurred in July: Robberies were reported 7/3 on 61st St. and 7/25 on W. Adams, both in Temple. 3 X Aggravated Robberies were reported on Thornton Ln. (2), and 1 on 7/27 at H. Ave, Temple.

None were reported in our area of interest or in Woodlake or Denmons. Note: 3 of 4 incidents were committed with a firearm.

Burglary

29 incidents of Burglary of Habitation were reported during the month of June and 33 occurred in July. However, only 3 events occurred within our zone of interest: 1 on Libby Ln, 2 on Sparta Rd. None were reported in Woodlake or Denmans.

Theft; Property/Vehicle

In June, 3 thefts were reported: 1ea at Kneese Dr., Rogers Park Rd. and a stolen vehicle recovered on FM 2271. Four thefts were reported in July: 1ea at Spring valley Ln., Camdyn Caye Dr., Gavin Ridge Rd., and Sugar Brook Dr. A vehicle was reported stolen in June at Briana Dr., another in July was stolen at Birch Tree Dr.

There were no thefts reported in Woodlake or Denmans.

Burglary From a Vehicle

Only 1 incident of Burglary from a vehicle was reported in the area of interest at Aztec Ln. None in Woodlake or Denmans.