

Scam Response Action Plan

If you've been targeted by a scam, know that you're not alone and help is available. This guide will walk you through clear, immediate steps to protect yourself and begin recovery. Take a deep breath—we'll get through this together.

FOR SENIORS & CAREGIVERS





Stay Calm: Your First Steps

01

Stop All Communication

Immediately cease contact with the suspected scammer. Do not send money, gift cards, or personal information. Hang up the phone or close the email.

02

Contact Your Bank Right Away

Call your bank or credit card company immediately to report the scam and stop any pending payments. They can freeze accounts and prevent further unauthorized transactions.

03

Change Your Passwords

Update passwords for email, banking, and any other accounts that may have been compromised. Use strong, unique passwords for each account.

04

Document Everything

Write down details about the scam including dates, amounts, phone numbers, emails, and names used. Keep all messages and receipts as evidence.

Report & Recover: Getting Help

Key Reporting Agencies

Federal Trade Commission

Website: ReportFraud.ftc.gov

Phone: 1-877-382-4357

Report identity theft and scams to help authorities track and stop fraud.

FBI Internet Crime Center

Website: ic3.gov

Report internet-related crimes and cyber scams to federal investigators.

Local Police Department

File a report with your local police for documentation and potential investigation.

Recovery & Support Steps

1 Credit Monitoring

Place a fraud alert or credit freeze with the three major credit bureaus: Equifax, Experian, and TransUnion.

2 Reach Out for Support

Talk to trusted family members or friends. Consider contacting a counselor if you're feeling overwhelmed or anxious.

3 Learn & Protect

Take steps to prevent future scams by learning common warning signs and protective measures.



Remember: Being targeted by a scam doesn't reflect on you. Scammers are sophisticated criminals who deceive people of all ages and backgrounds.

About CSNP

Making cybersecurity knowledge accessible to everyone through education, community, and practical resources.



Business & Non-Profit Security



Family Cybersecurity



Kids Safety



Senior Digital Safety



Women's Security



Parents & Educators

All our programs and resources are completely free.

Visit us online for guides, tools, and support:

Website: csnp.org

Resources: csnp.org/resources