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Contact Kylie Mason

Phone 850-245-0150

OFFICE OF THE ATTORNEY GENERAL STATE OF FLORIDA

Florida Attorney General's Office News Release

CONSUMER ALERT: Delivery Scam Targets Floridians



TALLAHASSEE, Fla.—Attorney General Ashley Moody is issuing a Consumer Alert to warn Floridians about a new phishing scam targeting people expecting deliveries. The scam uses legitimate-looking text messages about the delivery status of an order. The message appears to be from FedEx and contains a fake tracking code and link to set delivery preferences. In some instances, these fraudulent messages contain the target's name. Clicking on the link sends the target to a survey and requests credit card information.

Attorney General Ashley Moody said, "These scams are getting more personalized and sophisticated all in an effort to rip you off. Always be skeptical when receiving any solicitation and never give personal or financial information to anyone you do not know or is not a member of an established, legitimate business."

While the majority of recent reports about the delivery scam involve messages imitating FedEx, the names of other delivery companies and online retailers are also being impersonated. To avoid delivery text scams, consumers should NEVER:

- Click on any links in unsolicited text messages or emails;
- Provide personal or financial information in response to solicitation;
- Automatically trust a message just because it contains your name or other identifying information; and
- Rely on messages to update a delivery status. To check the status of an order, go directly to the shipping company's website and search the tracking number.

FedEx is reminding consumers that the company does not send unsolicited text messages or

emails requesting money or personal information. The company is advising any consumer who receives one of these messages to delete it and report the scam to Abuse@FedEx.com. Consumers should also report the messages to the Federal Trade Commission by visiting visit FTC.gov/Complaint.

To view recent Consumer Alerts issued by Florida Attorney General Moody and for other information about avoiding scams, visit MyFloridaLegal.com/ConsumerAlert.

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The Florida Attorney General's Consumer Protection Division issues Consumer Alerts to inform Floridians of emerging scams, new methods used to commit fraud, increased reports of common scams, or any other deceptive practice. Consumer Alerts are designed to notify Floridians about scams and available refunds in an effort to prevent financial losses or other harm caused by deceptive practices. Anyone encountering a scam should report the incident to the Florida Attorney General's Office by calling 1(866) 9NO-SCAM or visiting MyFloridaLegal.com. To view recent Consumer Alerts and for other information about avoiding scams, visit MyFloridaLegal.com/ConsumerAlert.