



Cuyahoga County
Consumer Affairs
consumeraffairs.cuyahogacounty.us



Dealing with Robocalls

The Cuyahoga County Department of Consumer Affairs and the Scam Squad have received numerous reports of robocalls of all types. Some residents are reporting repeated, abusive calls – for example, 15 calls a day, minutes apart. Follow these tips to dodge these pesky calls:

- **Do not pick up calls from unknown numbers.** Let calls from unknown numbers go to voicemail so you can screen them without talking to scammers.
- **If you pick up by mistake, hang up.** Interacting with scammers, even to ask them to stop calling, lets scammers know you'll talk to them – and they'll start calling you more.
- **Be wary of calls from numbers that resemble yours.** Robocallers may try to trick you into picking up by using “spoofed numbers” that fake your area code/exchange or duplicate your own phone number. Resist the urge to unknown local numbers.
- **Do not automatically call back numbers that called you.** If an unknown caller did not leave a message, treat it like a scam call.
- **Don't be scared into paying a scammer.** Many robocalls are designed to panic you into thinking you are under investigation, owe money to the government or have run afoul of the courts. No legitimate agency will demand you make an immediate payment to avoid arrest. Hang up on threatening calls.
- **Don't share personal information with anyone who calls you.** It's easy for callers to pretend to be someone else. Never share account numbers, passwords or Social Security numbers with anyone unless you initiated the call.
- **If calls are persistent:** Opt for peace and quiet and turn the ringer on your phone off for a day or two (just leave yourself a reminder to turn it back on.) Abusive repeat calls tend to subside after a couple days.
- **Report robocalls.** [File a complaint](#) with the Scam Squad 216-443-SCAM (7226).

The Cuyahoga County Department of Consumer Affairs serves as a clearinghouse for Scam Squad, a multiagency financial fraud task force. Scam Squad provides one-on-one help to scam victims and refers scam reports to the agency best suited to investigate. Reporting scams helps law enforcement and your community.