



## U.S. POSTAL INSPECTION SERVICE **CRIME ALERT**

### **DON'T TAKE THE BAIT**

#### **USPS CUSTOMERS RECEIVE FRAUDULENT PHONE CALLS**

Some postal customers are receiving fraudulent phone calls about a package delivery. The callers are trying to obtain personally identifiable information from the customer.

These phone calls appear on caller identification (Caller ID) to originate from a USPS phone number. The caller states he/she is with the U.S. Postal Service and a package is ready to be delivered. The caller continues to explain the package can only be delivered if personal information is verified. The caller requests personal information to include name, address, date of birth and other personal information.

Don't take the bait.

The US Postal Service does not call customers and request personally identifiable information for delivery verification purposes.

While the phone number appears to originate from the USPS, it is actually fraudulent. This is a practice known as Caller ID spoofing in which callers can deliberately falsify the telephone number and/or name relayed as the Caller ID information to disguise the identity of the calling party.

If you receive a phone call from an individual who requests this information, please do the following:

1. Do not provide any personally identifiable information.
2. Record the phone call number on your Caller ID.
3. Contact the US Postal Inspection Service at 1-877-876-2455, option 3 to report the incident.

<https://postalinspectors.uspis.gov>