



# Office of the Attorney General of Guam



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## Phone Scam Hits Guam Consumers

June 12, 2017- Tamuning, Guam- Guam Consumers are right to be weary of the suspicious phone calls allegedly originating from Tonga and Fiji. Thousands of residents have taken to social media to warn family, friends, and others about the mysterious phone calls received on local cell phone numbers. There have been reports of these also coming through on cell phone applications that offer free calls, texting, photo-sharing, etc.

Over the weekend, residents received phone calls from 679-773-5407 and 676-848-9003. While the true intent of the scam is unclear, it appears the scheme is set up to either get consumers to call the number back—possibly in an attempt to rack up long distance phone charges and foreign connection fees—or hack personal information.

In scenario one, the scammer may try and keep the caller on the line for as long as possible -thus racking up higher fees- which they collect on. In the second scenario, your personal information could be jeopardized, including any accounts linked to the phone number. The scammer may also solicit sweepstakes, sex services, and have even alleged to work for the Internal Revenue Service in either instance.

Consumers must remain alert. This scam is evolving, and variations of them are being reported to the Consumer Protection of The Office of the Attorney General (OAG).

While the exact repercussions of picking up the phone call or returning it are uncertain at this point, consumers are urged to continue spreading awareness about the scam.

Residents should continue to ignore the phone calls, and consider blocking it.

Do not call these numbers back. Let it ring and go to voicemail if the number is unfamiliar.

Unless the number is known to them, or are expecting a call from a foreign country, do not call the number back. If it is a legitimate call, the person will usually leave a voicemail.

Additionally, the operating software (OS) on mobile phones should be updated to the latest version as soon as it becomes available, and residents are encouraged to find a reputable anti-virus software or malware program to install.

The Consumer Protection Division of the OAG can be contacted at 475-3324 ext. 3250, 3210, 3255 and 5020 to report this activity, and for more information on how to protect yourself against deceptive trade practices and scams such as this.

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### For more information:

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