



Fraud Bulletin

U.S. Department of Housing and Urban Development
Office of Inspector General

October, 2017

Fraud Alert: Fake Hotline Callback

The U.S. Department of Housing and Urban Development (HUD), Office of Inspector General (OIG), recently learned that HUD Housing Discrimination Hotline numbers are being used as part of a telephone spoofing scam targeting individuals throughout the country. These scammers represent themselves as HUD Hotline employees and can alter the appearance of the caller ID to make it seem as if the call is coming from a HUD Hotline number. The perpetrator may use various tactics to obtain or verify the victim's personal information, which can then be used to steal money from an individual's bank account or for other fraudulent activity. HUD OIG takes this matter seriously.

We encourage the public to remain vigilant, protect their personal information, and guard against providing personal information during calls that purport to be from any HUD or HUD OIG hotline telephone number. We also remind the public that it is still safe to call the HUD and HUD OIG hotlines to submit a request or report an incident.

PROTECT YOURSELF

- **Do not** provide any personal information to unknown individuals, including your
 - Social Security number,
 - date of birth,
 - credit card information,
 - driver's license number,
 - bank account information, or
 - mother's maiden name.
- **Do not** verify your name or any other personal information. Be extremely cautious.
- **Do not** give identify information by fax or over the phone to anyone offering you a grant.
- **Do not** wire funds to cover the "fees" for the Federal grant or to process a complaint.
- **Do** stop the call and tell the callers that you will call them back. Then call the number to see whether you are really being called by HUD. Write down the date, time, and phone number used when you suspect a scam.
- **Do** review the Federal Communication Commission's guide to stopping unwanted calls at <https://www.fcc.gov/consumers/guides/stop-unwanted-calls-texts-and-faxes#do-not-call-list>.
- **Do** file a report on [OIG's website \(https://www.hudoig.gov/report-fraud\)](https://www.hudoig.gov/report-fraud) or call the HUD OIG hotline at **1-800-347-3735 (toll free)**.