



Scam Alert

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Media Inquiries: <https://oig.ssa.gov>
oig.press@ssa.gov

Beware of Fake "Call Transfers" to Social Security or OIG

Scammers are impersonating well-known retailers, other government agencies, and even law enforcement — then falsely claiming to transfer your call directly to the Social Security Administration (SSA) or the SSA Office of Inspector General (OIG).

Recent reporting described a call that began with someone claiming to be from a major retailer, asking about a purchase the consumer didn't make. The call was then transferred to a person claiming to represent Social Security, who said the consumer's identity had been stolen and used for opening bank accounts and other crimes. The caller sent a lengthy document to sign, instructed the consumer not to discuss it with anyone, and promised a new Social Security number. Fortunately, the consumer recognized the scam warning signs and contacted SSA directly before any money was lost.

Legitimate companies and other agencies **CANNOT** transfer your phone call directly to SSA or OIG. If a call connects you to someone claiming to be from SSA or OIG, it is a scam, without exception, every time.

How the Scam Works

1. You get a call from someone claiming to represent a retailer, bank, or another agency, often asking about a suspicious purchase or fraudulent activity.
2. When you say you didn't make the purchase, the caller transfers you to a supposed SSA or OIG representative.
3. The fake representative claims your Social Security number has been compromised, linked to identity theft, or used in criminal activity.
4. You may be pressured to:
 - Keep the call confidential;
 - Sign or accept documents related to a false investigation;
 - Provide your Social Security number, financial information, or grant access to your device;
 - Pay for a new Social Security number; or
 - Move money to "protect" your funds.

*Members of the press may make inquiries to Social Security OIG at oig.press@ssa.gov.
Connect with us on social media: [Facebook](#) | [Instagram](#) | [LinkedIn](#) | [X](#) | [YouTube](#)*

Red Flags to Watch For

- Calls transferred from any company or agency directly to SSA or OIG.
- Claims that your Social Security number is suspended, compromised, or being reissued.
- Requests for secrecy. SSA or OIG will never ask you to keep the call a secret!
- Pressure to sign documents, move money, or act immediately.

What To Do

- Hang up immediately. Do not press any numbers or stay on the line to be transferred.
- Do not trust caller ID alone; scammers can spoof legitimate government numbers.
- Contact SSA directly using phone numbers you find yourself, not those provided during the call.
- If you are concerned about fraudulent charges, call your bank or retailer directly.
- Change login credentials for any accounts that may have been compromised.
- Report the scam at oig.ssa.gov/report.

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