



Office of the Inspector General  
SOCIAL SECURITY ADMINISTRATION

## Scam Alert

FOR IMMEDIATE RELEASE

February 26, 2025

[oig.ssa.gov](https://oig.ssa.gov)

Media Inquiries: [oig.dcom@ssa.gov](mailto:oig.dcom@ssa.gov)

### ***It's a New Scam: "The Security Update Tool"***

***"Official Notice" to Download Your Social Security Statement is NOT from SSA***

The Social Security Administration (SSA) Office of the Inspector General (OIG) is cautioning the public to be aware of emails that appear to be from SSA and include a link to download a utility tool. This email is an attempt to lure individuals to fraudulent sites that are not associated with SSA by claiming there is a problem- a potential error and to correct the issue you must download a 'Security Update Tool'.

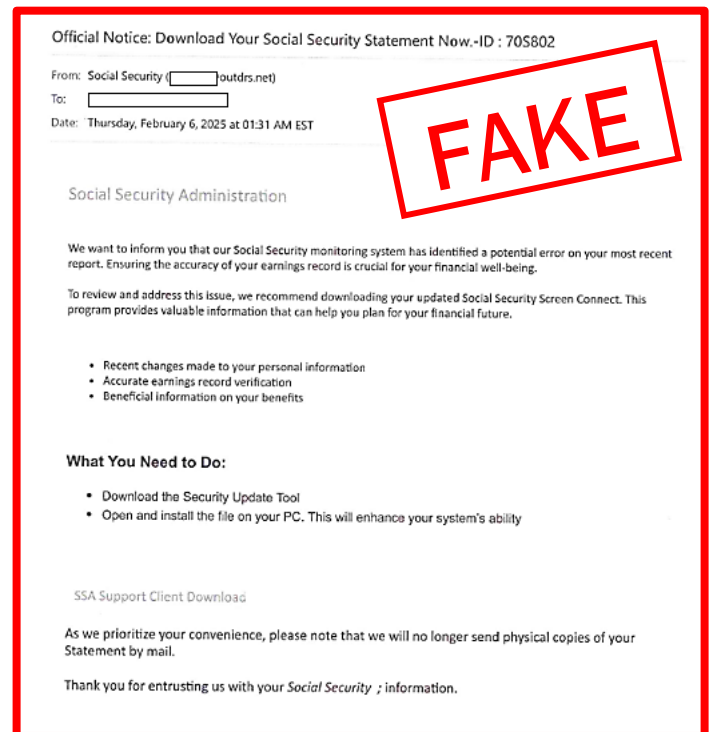
**THIS EMAIL IS NOT FROM SSA.** This version of the scam email reads: ***"Official Notice: Download Your Social Security Statement Now. -ID : 70S802"***.

**This is NOT an official SSA notice, nor is it from an official government email address. It does NOT have ".gov" as part of the sender's address.**

Government agencies always have **".gov"** as part of their official email address.

The email suggests the "Social Security monitoring system has identified a potential error" and recommends that you open, download and install a tool to your computer or device. **DO NOT DOWNLOAD THE APP OR CLICK THE LINK MARKED: SSA Support Center Download.** This tool is not from SSA and will compromise your personal data and likely damage your computer system once you allow access.

SSA OIG is advising you to always be cautious of responding to or clicking links in



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unsolicited emails that appear to be from an official government entity, such as SSA, or another federal agency.

These emails are a variation of government imposter scams. **DELETE THE EMAIL. Do NOT click on links or respond to any text, email, phone call, or letter that has characteristics of a scam.** To learn more about scam warning signs, visit [ssa.gov/scam](https://ssa.gov/scam).

“THIS IS A SCAM! The email appears to be from SSA and presents a problem to frighten you and then offers an immediate solution to get you to make a quick decision. **Don’t click the link. Don’t download these ‘tools’ to your devices.**” said Michelle L. Anderson, Assistant Inspector General for Audit, performing the duties of the Inspector General. “Scammers urge you to act fast, so you must be able to quickly recognize the signs of a scam to protect yourself and your data. As part of our mission to prevent fraud, SSA OIG will continue to tell you when we become aware of new scam tactics or schemes.”

To contact SSA for business purposes, visit [ssa.gov](https://ssa.gov).

## WHAT TO DO IF YOU ARE A VICTIM

- Stop talking to the scammer. Notify financial institutions and safeguard accounts.
- Report Social Security-related scams to SSA OIG ([oig.ssa.gov](https://oig.ssa.gov)).
- Contact local law enforcement and file a police report.
- If you lost money, file a complaint with the Federal Bureau of Investigation Internet Crime Complaint Center ([ic3.gov](https://ic3.gov)).
- Report other scams to the Federal Trade Commission ([ftc.gov](https://ftc.gov)).
- Keep financial transaction information and the record of all communications with the scammer.

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