



Office of the Inspector General

SOCIAL SECURITY ADMINISTRATION

Scam Alert

FOR IMMEDIATE RELEASE

February 26, 2025

oig.ssa.gov

Media Inquiries: 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

Official Notice: Download Your Social Security Statement Now.-ID : 70S802

From: Social Security ([REDACTED]@outlook.net)
To: [REDACTED]
Date: Thursday, February 6, 2025 at 01:31 AM EST

FAKE

Social Security Administration

We want to inform you that our Social Security monitoring system has identified a potential error on your most recent report. Ensuring the accuracy of your earnings record is crucial for your financial well-being.

To review and address this issue, we recommend downloading your updated Social Security Screen Connect. This program provides valuable information that can help you plan for your financial future.

What You Need to Do:

- Recent changes made to your personal information
- Accurate earnings record verification
- Beneficial information on your benefits

SSA Support Client Download

As we prioritize your convenience, please note that we will no longer send physical copies of your Statement by mail.

Thank you for entrusting us with your Social Security ; information.

Members of the press may make inquiries to Social Security OIG at oig.dcom@ssa.gov

Connect with us on social media: [Facebook](#) | [X](#) | [LinkedIn](#)

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.

“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.

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).
- 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).
- Report other scams to the Federal Trade Commission (ftc.gov).
- Keep financial transaction information and the record of all communications with the scammer.

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