



Scam Alert

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Don't Let Anyone Help You Move Your Own Money

Scammers are convincing Social Security beneficiaries that a bank employee is committing fraud and that the only way to protect their money is to transfer it out — with the scammer walking them through every step, sometimes over hours-long phone calls.

A scammer contacts you, describing a problem with fraud or identity theft. To seem trustworthy, the caller says they are a bank or government employee trying to help you protect or recover your money. They may even provide you with details about you or your bank account that only a bank employee or Social Security employee should know. They may say they are transferring your call to other departments or agencies to add legitimacy. They keep you on the call — sometimes for hours — and coach you through a three-way call with your real bank to unlock your account. They then direct you to transfer or move money to another account, supposedly to keep it safe.

Social Security and other government agencies will never help you transfer or move your money to protect it, and no legitimate bank employee needs you to stay on a call for hours or keep the call a secret.

- **Hang up and call your bank directly using the number on your card or statement.**
- If a caller won't let you hang up and tells you to keep the call a secret, it is a scam!
- Never move money, load a barcode, or share account access based on instructions from an unsolicited caller — even one who seems to already know your account details.
- If you paid a scammer or gave them personal information, there are steps you can take; see details by visiting the Federal Trade Commission's resource page on [What to Do if You Were Scammed](#).
- Visit ssa.gov/scam to report the scam and learn more.

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