

Impersonation scams not what they used to be

Scams that impersonate well-known businesses and government agencies are consistently the top frauds reported to the FTC's Consumer Sentinel Network. 2023 data from the FTC alone shows more than 330,000 reports of business impersonation scams and nearly 160,000 reports of government impersonation scams. That amounts to

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While these types of scams aren't new, reports tell us scammers have switched things up. Comparing 2020 to 2023, for example, reports of scams starting with a phone call have plummeted, while reports of scams starting with a text or email have increased. In that same period, people reported skyrocketing losses through bank transfers⁵ and cryptocurrency. And reports show an increasingly blurred line between business and government impersonation scams: many scammers impersonate more than one organization in a single scam. For example, a fake Amazon employee might transfer you to a fake bank or even a fake FBI or FTC officer for fake help. account. Or it might lead to a charge. These messages often include a phone number to call or ask you to

text back

