

With our work and home lives greatly affected by the COVID-19 pandemic, the Ohio Attorney General's Office is here to help.

Scammers have tailored their schemes to prey on the fear and uncertainty surrounding **COVID-19** in an effort to trick consumers into handing over personal information or money.

Tips to help steer clear of COVID-19 scams:

Watch out for emails claiming to be from expert sources with special advice or info about COVID-19. Legitimate information is available for free at **www.cdc.gov** and **www.coronavirus.ohio.gov**.

Ignore **advertisements** promoting cures for the coronavirus.

**Research** nonprofit organizations and crowdfunding campaigns before donating.

Be cautious of anyone going door to door offering **coronavirus testing** or requesting personal info.

Beware of emails, texts and other **attempts to "phish"** for your personal, financial or medical information.



**Red flags of a COVID-19 scam**



Pressure to buy something, share personal info or donate money.



A stranger asking for cash, wire transfers or gift cards.



Sudden requests to click on a suspicious link or download an unknown file.

## PROTECTING ★ THE ★ UNPROTECTED

Tens of thousands of consumers turn to the **Ohio Attorney General's Office** each year for **FREE** help in resolving consumer issues, learning how to avoid scams and deceptive practices, and finding dependable information on a wide range of other topics. **The Consumer Protection Section offers:**

### **Informal Dispute Resolution**

Trained consumer complaint specialists work with consumers and businesses to resolve ongoing disputes for many types of consumer transactions.

*Common complaints involve debt collection, used cars, home improvements, price gouging and COVID-related cancellations and refunds.*

### **Presentations**

Qualified consumer educators conduct presentations to educate groups or organizations on consumer-related topics such as senior scams, ID theft, cybersecurity and more. Currently, all presentations are offered virtually.

### **Identity Theft Response**

Consumer advocates work to rectify the effects of identity theft.

### **Robocall Enforcement Unit**

Ohioans can report illegal robocalls, which allows the unit to share that data to help trace some of the calls.

### **Elder Justice Unit**

Helps protect older adults by promoting elder abuse victims' access to vital services.

### **Publications**

The Consumer Protection Section offers a number of publications, online and in-print, to educate on various consumer-related topics.



**DAVE YOST**  
OHIO ATTORNEY GENERAL

**For more information about these and other important consumer protection issues, visit [www.OhioProtects.org](http://www.OhioProtects.org) or call 800-282-0515.**