After a Scam: The First 24 Hours

> **You do not have to do this alone.**
>
> **Call your bank first. Then call me at (512) 893-7774, and we will go through everything else on this page together.**

1. **Tell your bank or credit union**
   Call them first, before anything else. Tell them what happened. You did the right thing by acting fast, and they handle this more often than you would think.

2. **If anyone had control of your screen, shut the computer down**
   Leave it off, and use your phone or another device for everything else. When it is time to check the computer, we will turn it back on together.

3. **Change your most important passwords, email first**
   Do it from a different device, like your phone or a family member's computer. Email first, because whoever controls your email can reset everything else.

4. **Freeze your credit with all three bureaus**
   Equifax, Experian, and TransUnion. It is free, it takes a few minutes each, and it stops anyone from opening credit in your name.

5. **Report it**
   ReportFraud.ftc.gov and ic3.gov, and the DOJ Elder Fraud Hotline at 833-372-8311. Reporting helps you, and it helps catch them.

6. **Have the computer professionally checked**
   So you know the scammer is really gone, not just quiet. That is exactly what I do, while you watch every step.

How you know it's really me

A lighthouse never comes to you. Scammers call you first. I never will.

- ✓ When you need me, you call the number on this site, and it is me who answers
- ✓ You approve every remote session and watch everything I do
- ✓ I will never ask for gift cards, wire transfers, or your banking password
- ✓ If someone claiming to be me contacts you, hang up and call (512) 893-7774

What does this cost?

The phone call costs nothing. We figure out together what happened and what still needs doing. If the computer needs hands-on cleanup after that, I tell you what it costs before I touch anything. Members are covered by their plans.
