

West Virginia Executive Branch
December 2022 Privacy Tip
Beware of holiday scams!

The Privacy Office would like to share some tips in order to stay safe from holiday scammers while shopping online. While this information is Amazon specific, many other online retailers have similar practices and we encourage awareness while using online sites.

Stay safe from scammers this holiday season by getting to know their most common scams:

- **Order Confirmation Scams.** These are unexpected calls/texts/emails that often refer to an unauthorized purchase and ask you to act urgently to confirm or cancel the purchase. These scammers try to convince you to provide payment or bank account information, install software to your computer/device, or purchase gift cards.
Remember, if you received correspondence regarding an order you weren't expecting, you can verify orders by logging into your Amazon account. Only legitimate purchases will appear in your order history - and Customer Service is available 24/7 to assist.
- **Tech Support Scams.** Scammers create fake websites claiming to provide tech support for your devices and Amazon services. Customers who land on these pages are lured to contact the scammer and fall prey to their schemes.
Remember, go directly to the help section of our website when

seeking help with Amazon devices or services. If you do use a search engine, use caution. Legitimate Amazon websites contain "[amazon.com](https://www.amazon.com)" such as "[amazon.com/support](https://www.amazon.com/support)".

Here are some important tips so that you can identify scams and keep your account and information safe:

1. **Trust Amazon-owned channels.** Always go through the Amazon mobile app or website when seeking customer service, tech support, or when looking to make changes to your account.
2. **Be wary of false urgency.** Scammers may try to create a sense of urgency to persuade you to do what they're asking. Be wary any time someone tries to convince you that you must act now.
3. **Never pay over the phone.** Amazon will never ask you to provide payment information, including gift cards (or "verification cards", as some scammers call them) for products or services over the phone.

Note: Your agency/bureau/department/division may have specific requirements – always check your policies and procedures. If you have questions, contact your Privacy Officer.