



COUNTY OF YOLO
OFFICE OF THE DISTRICT ATTORNEY
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FOR IMMEDIATE RELEASE

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Amazon Impersonation Scams

(Woodland, CA) - (November 18, 2021) – As the holiday shopping season begins, the Yolo County District Attorney’s Office Fraud Hotline has been receiving reports of scammers convincingly impersonating Amazon. Please be on the lookout for the following red flags.

One scam starts as an email or call for a purchase that you don’t recognize. The email may include a link or a phone number where you can dispute the purchase. The link or an attachment on the email may prompt you to download software or enter login credentials. By doing this it lets the scammer have remote access to your computer and all your personal information. Or you may just be asked on the phone to confirm your account information or the card number on file.

If a scammer gets permission to access your computer remotely, they may also say they will reimburse you through direct deposit. They can then create a fake online statement on your own screen showing that you’ve accidentally been reimbursed for too much. They’ll beg or demand that you return the extra money through gift cards, money transfer apps, or other forms of payment that won’t let you to get your money back.

Amazon will never ask you to disclose or verify sensitive personal information, let alone ask for your social security number, driver’s license, or credit card number. Some of these scammers may already have some of your basic information, like your name and address, but don’t let that convince you. Amazon will also never ask to remotely access your computer. If you believe an unauthorized purchase has been made on your account, do some research. Look through your bank transactions, log into your account and access your recent orders, or contact Amazon’s customer service directly through their website.

You can report suspicious emails, phone calls or text messages directly through Amazon to their email at stop-spoofing@amazon.com. You can forward the email you received or attach a picture of the text message or phone number related to the scam. You can also fill out a complaint with the Federal Trade Commission online at ftc.gov/complaint or by phone at 1-877-FTC-HELP. If you wish to speak to someone about a suspicious phone call, email, or text you have received, please contact the Fraud Hotline at 1-855-496-5632.

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