



## SCAM ALERT! (part 1)

There have been several recent incidents where [Alabama Power](#) customers have been approached by people pretending to be company employees. The customers are phoned and told they have a short deadline to make a payment. A number, which appears to be from Alabama Power Company, will also show up on the customer's caller I.D.

The scammer tells the customers to go to a local retailer (such as Wal-Mart, CVS or Walgreens) to purchase a money pack for a certain amount. The customer is instructed to phone another number to share the account number of the prepaid card. In some cases, the customer gets an answering machine that says "This is Alabama Power," and tells the customer to leave the information on a recording.

Alabama Power customers should be aware that:

- Scams arise from time to time and can be directed toward commercial or residential customers.
- Most scams of this nature are "hit and run," moving to other parts of the country to avoid being caught. This one has persisted for longer than most, and many other utilities across the U.S. have customers being affected.
- This scam has had a higher success rate than others our customers have experienced.

To avoid being scammed, Alabama Power customers should remember:

- An employee will never come to your door and demand an immediate payment.
- No employee will ever call and ask you for bank information or a credit card number.
- Any Alabama Power employee who comes to your door for any reason will have company identification that he or she will gladly show. If you have any questions about whether a person works for Alabama Power, call 1-888-430-5787 and do not let the employee inside your home until you receive proper verification.
- Scammers sometimes claim they represent a public agency or government office offering grants that can pay your Alabama Power or other utility bill. Never provide anyone making this claim your credit card information, your Alabama Power Company bill information or account number, or any personal banking information. If someone makes this claim, call Alabama Power to report it.

- See more at: [http://www.alabamane.wscenter.com/2014/07/11/scams-continue-to-target-alabama-power-customers/?utm\\_source=scam\\_messaging&utm\\_medium=text\\_message&utm\\_campaign=2\\_5\\_scam\\_text#sthash.vkM9klBw.dpuf](http://www.alabamane.wscenter.com/2014/07/11/scams-continue-to-target-alabama-power-customers/?utm_source=scam_messaging&utm_medium=text_message&utm_campaign=2_5_scam_text#sthash.vkM9klBw.dpuf)



## SCAM ALERT! (part 2)

Here are 2 recent scams reported to Hoover Police.

### "Warrant For Your Arrest Scam"

This involves a person calling to tell you that they are a law enforcement officer with a local agency. They inform you that you have a warrant out for your arrest because you either missed a court date on a ticket or a "red light camera" caught your vehicle running a red light and you missed the court date on that ticket.

Criminals will use different versions of this basic idea. Another example is one claiming to be an IRS agent conducting an "audit". He sounds very official, and even gives a phony "badge" number. He said that the person owed about \$2500 in back taxes, and if he didn't pay, then local law enforcement will be contacting him. Obviously, this is not how the IRS operates. If you get this type of call, hang up. If you have any questions about your taxes, YOU call the IRS directly to inquire.

Here are a few things to keep in mind about the warrant process. If you do have an outstanding warrant (in Hoover for example) you will be sent notification through the mail regarding the missed court date and what you need to do & where you need to get it taken care of. You might even receive a phone call from the court or one of our Warrant Officers. However, they will only inform you of the warrant (what it is for, court date missed, warrant recall, etc.) and the steps you need to take to get it resolved. They will NEVER SOLICIT MONEY OR PAYMENT OVER THE TELEPHONE! If you ever receive a phone call like this, and you are not comfortable with the situation, simply hang up and call the Hoover Police Department (822-5300) or Hoover Municipal Court (444-7500) to verify if you have an outstanding warrant or not. Just like with any other scam, don't ever give out any personal information over the telephone. Click here for the Hoover Municipal Court website to see more info on the warrant process:

<http://www.hooveral.org/Index.aspx?NID=235>



## Charity Solicitation Scam

This involves an individual calling to solicit a “charity” donation from you. A local number comes up on the caller ID, and appears to say “Public Safety” as well. They claim to be collecting donations for Police Officers and Military Veterans (or their families). The man that calls does not provide specific information when asked. He is aggressive and targets Senior Citizens. This particular scam has been reported in Hoover, Helena, Pelham and surrounding areas.

This one can take many different forms, but it is the same basic con. Keep in mind HPD will NEVER solicit any type of donation like this (phone or otherwise).

If you receive a call like this, simply hang up the phone. Do not give any personal information over the phone. Also, if they ever want you to send money via Western Union, Green Dot money pak or any other means to transfer money, remember that this is probably a scam and HANG UP! If they continue to call, block the number or simply don’t answer. Before you act, call a family member, trusted friend or even us (non-emergency 822-5300) to get a second opinion on the situation.

- Keep in mind that Hoover PD will never call to solicit donations of ANY kind from you. Don’t be fooled—they make it sound very convincing. Simply hang up and do not give them any personal information. If a caller asks for a donation but won’t tell you exactly how the money will be used and how you can verify the charity and what it does, **it’s probably a scam** because *legitimate charities are willing to say what percentage of contributions are used for services and how much goes to overhead and fundraising. They are also willing to tell consumers who they can check with to confirm that the charity is legitimate.*
- If a caller insists you send your payment by a private courier or wire money, **it’s probably a scam** because *legitimate companies don’t try to keep people from checking the deal out and changing their minds, or try to evade the postal authorities by demanding immediate payment by courier or wire.*

Giving to charity is a good thing; just make sure that you do it on your terms. (For example, you make the call to the organization or give to them in person.)