Alert: Be Aware! Scammers are Becoming Increasingly Manipulative



Licensees continue to be targeted by scammers. The Board of Pharmacy is receiving calls reporting that scammers are using several hacking and scare tactics.

Scammers are becoming more creative and aggressive, even bold.

We have received reports that scammers are using names of staff working at the Board of Pharmacy. They may also threaten disciplinary action if the licensee doesn't pay them. In some cases, they will transfer the licensee to a fake FBI agent to create fear. Scammers are also demanding that licensees download a fake app as a means to steal private information.

Here are a few of the techniques used by scam callers:

- Caller ID number matches the Board of Pharmacy phone number, (916) 518-3100
- Claims to be from the Board of Pharmacy, including using names of actual Board of Pharmacy staff members
- Demands money and threatens disciplinary action if you don't pay

These calls are scams!
In many cases, callers are attempting to extort money or elicit sensitive non-public information – e.g., bank account information, personal addresses, DEA registration numbers, etc. – from licensees. Board staff will never contact you by telephone demanding a payment of any kind, nor will Board staff ask you to download an app.

What can you do to protect yourself and your pharmacy?

Licensee security is important to the Board of Pharmacy. Be aware of these tips from the Board and the Department of Consumer Affairs (DCA):

- **If you have any doubts or questions about someone claiming – by phone or in person – to represent the California State Board of Pharmacy, call the Board at (916) 518-3100.**

- To check the identity of a caller who claims to be conducting a DCA investigation, call DCA directly at (800) 952-5210.
- If a scam caller claims to represent the DEA or the FBI, report the call to the DEA's Scam Alert the FBI's Internet Crime Complaint Center.
- If a scam caller's phone number appears to be a Board of Pharmacy or DCA telephone number, report the scam using the Federal Communications Commission's consumer complaint form.

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CALIFORNIA STATE BOARD OF PHARMACY

BE AWARE AND TAKE CARE: Talk to your pharmacist!