

Scam Phone Calls

The Board of Pharmacy continues to receive reports of licensees receiving scam phone calls.

How does the scam work?

Callers give themselves a fake name and claim to be board inspectors or to be “calling from the state Board of Pharmacy.” They typically claim the licensee is under investigation by the board, the DEA, the FBI, or another government agency. The callers also may warn the licensee will face discipline unless the licensee pays a “fine.”

In some cases, callers warn the licensee not to report the call to anyone “or else you will jeopardize the investigation.” Callers also may give a fake call-back number or ask for the licensee’s cell phone number.

These calls are scams – attempts to extort money from licensees.

The Board of Pharmacy has issued several warnings about scam alerts. The Department of Consumer Affairs (DCA) also has reported [attempted fraud schemes targeting its licensees](#).

What can you do to protect yourself?

Licensee security is an important matter. How can you be sure anyone who contacts you on behalf of the Board of Pharmacy or any government agency is legitimate? Here are some important tips from the board and DCA:

- A board inspector will never call to ask you to pay a fine to the caller.
- If you have doubts or any questions about a board inspector’s identity, contact the California State Board of Pharmacy at (916) 518-3100.
- If someone claims to be a board inspector, ask to see the inspector’s badge and business card issued by the Board of Pharmacy.
- Contact the DCA at (800) 952-5210 to find out if an official investigation is being conducted.
- If the caller claims to represent the DEA or the FBI, report the call to the [DEA’s Extortion Scam reporting program](#) or the [FBI’s Internet Crime Complaint Center](#).
- If the 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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