

# FRAUD ALERT!

## Wal-Mart Survey and Car Warranty Scam

The Task Force received information about **two** additional scams this month. The **first scam** is an email survey sent by scammers who pose as representatives from Wal-Mart Corporate. If you receive an email that looks like what is pictured below, please report it to the police and the Federal Trade Commission (FTC). When a Wal-Mart representative was contacted about the scam, Ashley Hardie at Wal-Mart's Corporate Offices stated, "Wal-Mart does not participate in this type of promotion and has no affiliation with the group putting on the survey. If you receive a survey, please contact your local authorities as well as the Federal Trade Commission." Please share this information with your networks; as well as people you know who might shop at Wal-Mart. Email sample is below:

**From:** Wal-Mart [mailto:no\_reply@survey.com]  
**Sent:** Thursday, January 29, 2009 9:49 AM  
**Subject:** You have been selected



### Customer Satisfaction Survey

You have been chosen by Walmart to take part in our Customer Satisfaction Survey. If you decide complete this survey, Walmart will send \$150 to your confirmed Credit or Debit Card Account.

Just for your time. Helping us better understand how our customers feel, benefits everyone. With the information collected, we can decide to direct a number of changes to improve and expand our services.

The Survey form is attached to this email. Please download the attachment, open it, and follow the instructions on your screen.

Walmart, as the party who controls the data collected in this survey, may use your responses together with data it has about you to ensure its products and services meet your needs. Walmart will treat data collected from you in accordance with the Walmart privacy policy. The data submitted by survey form will be transmitted over an SSL encrypted connection (128 bit Secure Socket Layer).

The **second scam** involves a person who poses as the representative of a car warranty company. The "rep" informs you that the warranty on your car will expire if you do not "act fast" and pay for additional premiums. If you receive a call of this nature, do not provide any personal information and hang-up the phone. If you happen to have a warranty on your car and want to make sure everything is okay, contact the dealership or Warranty Company directly, **NOT** through a phone number or address given to you by the fraudulent caller.

As always, do not open email or text messages from parties you do not recognize. Just simply delete the message. Most importantly, DO NOT provide your personal information (i.e. social security number, date of birth, address, credit or banking account numbers) over the phone, online or in the mail unless you initiate the call or correspondence.

If either fraud has happened to you or anyone you know, you can contact the Federal Trade Commission at 1-877-FTC-HELP (1-877-382-4357), local police department or a Crimes Against Older Adults Task Force member.

### BUCKS COUNTY CRIMES AGAINST OLDER ADULTS TASK FORCE ~ 24-HOUR HOTLINE 1-800-490-8505

**Bucks County District Attorney's Office**  
215-348-6344

**Network of Victim Assistance**  
1-800-675-6900

**Bucks County Area Agency on Aging**  
215-348-0510

**BC Register of Wills**  
215-348-6265

**BC Consumer Protection**  
215-348-6060

**Bucks County Coroner**  
215-348-3852