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FREE PRINTABLE GUIDE

Scam Incident Response Checklist

What to do after a suspicious call, message, payment, or request

Introduction. After a suspected scam, people often feel embarrassed or rushed. A calm sequence helps protect accounts, preserve useful evidence, and reach the right reporting channel.

How to use this guide. *Stop contact first, then record only the facts needed for a report. Use official phone numbers and websites rather than links or contact information supplied by the suspected scammer.*

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Stop contact

A few practical points to keep in mind.

- [ ] Do not reply, click another link, or send more money while the situation is being checked.
- [ ] End the call and find the organization’s phone number independently.
- [ ] Tell a trusted person what happened if you feel pressured or embarrassed.

Protect accounts and payment

A few practical points to keep in mind.

- [ ] Contact the bank, card issuer, or payment service through an official channel.
- [ ] Ask what can be stopped, reversed, or monitored.
- [ ] Change a password only through the real service and never share a verification code.
- [ ] Watch for additional charges or messages.

Preserve the facts

A few practical points to keep in mind.

- [ ] Record the date, time, phone number, email address, website, or delivery method.
- [ ] Save messages, receipts, screenshots, and transaction details safely.
- [ ] Write what was requested and what was actually sent.
- [ ] Do not record full account numbers, passwords, or security codes in the guide.

Report and recover

A few practical points to keep in mind.

- [ ] Use the relevant official reporting channel.
- [ ] Ask whether identity, credit, or account-protection steps are appropriate.
- [ ] Keep confirmation numbers and names of legitimate contacts.
- [ ] Be alert for a second scam offering to recover the first loss.

What to remember

Being targeted by a scam is not a sign that someone was careless. Scammers are designed to create urgency and confusion.

The useful sequence is simple: stop contact, protect the account, preserve the facts, and use an official reporting route. Ask for help early.

> ***Important note:*** *This guide is general information, not financial, legal, identity-theft, or law-enforcement advice. Do not record passwords, security codes, full account numbers, or unnecessary sensitive data; contact financial institutions and reporting agencies only through independently verified official channels, and seek qualified professional help for individual circumstances.*

This is general information for preparing a conversation or next step, not individualized professional advice.

Notes and what to buy