

Recognize, Refuse, Report!

**Call us
Monday–Friday,
9 a.m.–4 p.m.**

800-222-4444
Option 2



**Colorado Attorney
General
Cynthia Coffman**

The ElderWatch Helpline has been fielding lots of calls about the "Say Yes" scam. Many news reports have warned that a scammer will call and ask a question to get the victim to say "Yes." Then, reportedly, the scammer records that "Yes" to use it to authorize unwanted charges to a phone bill, utility bill or a credit card.

While many people report that they are getting calls like these followed by a hang up, we have yet to encounter any person who has lost money as a result of this scam call. **If you got a call like this and answered "Yes," don't panic.** Here are some tips about dealing with this possible scam:

What you should know:

- The caller will ask a question that will elicit a "Yes" response, such as "Can you hear me?" or "Is this the head of the household?" Once you say "Yes," the scammer will hang up.
- Reportedly, the scammer can use this recorded "Yes" to "prove" you approved a charge to a bill or credit card.

What you should do:

- Avoid answering calls from unfamiliar numbers.
- Always closely review your bills and credit card statement for unauthorized charges.
- If you discover an unauthorized charge, call the biller immediately to dispute it.

If you receive what you believe is a scam call, hang up immediately. If you have any questions or concerns don't hesitate to contact AARP Foundation ElderWatch volunteers who can help educate you about the potential scam.

800-222-4444

Denver Metro Area
303-222-4444

www.aarpelderwatch.org