

**Consumer Complaints:**

Online: <https://consumercomplaints.fcc.gov>

Phone: (888) 225-5322

TTY: (888) 835-5322

Videophone: 1-844-432-2275

**Media Contact:**

Will Wiquist, (202) 418-0509

[will.wiquist@fcc.gov](mailto:will.wiquist@fcc.gov)

**For Immediate Release**

**FCC CONSUMER ADVISORY: COVID-19 SCAMS**

*COVID-19 Consumer Warnings and Safety Tips Webpage Provides Information on Proliferating Coronavirus Scams*

WASHINGTON, March 20, 2020—The Federal Communications Commission today launched a COVID-19 Consumer Warnings and Safety Tips webpage – <https://www.fcc.gov/covid-scams> – to alert consumers to the proliferation of scam phone calls and texts related to the coronavirus pandemic. Scammers are promoting bogus cures, offering fake test kits, sending hoax text messages, and generally preying on virus-related fears.

The webpage includes sample audio from actual scams, including:

- Free home testing kits
- Scams targeting diabetics who use insulin
- Coronavirus HVAC cleaning

The FCC receives consumer complaints and is monitoring news reports and consumer alerts from other federal government agencies.

“We’re tracking scams and sharing information to arm consumers about how imposters use spoofing and other tactics to steal their money and their identity,” said Patrick Webre, Chief of the FCC’s Consumer and Governmental Affairs Bureau. “The FCC fights these types of scams through enforcement of its rules, but our primary goal is to be proactive so Americans don’t fall victim to these bad actors.”

Check back for updates to the FCC COVID-19 Consumer Warnings and Safety Tips webpage, which will be refreshed as new scams surface.

For more information about scam calls and texts, visit the [FCC Consumer Help Center](#) and the [FCC Scam Glossary](#). You can also file a complaint about such scams at [fcc.gov/complaints](https://fcc.gov/complaints).

The FCC has more information on what service providers are doing to help consumers during the pandemic to [Keep Americans Connected](#).

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**Media Relations: (202) 418-0500 / ASL: (844) 432-2275 / TTY: (888) 835-5322 / Twitter: @FCC / [www.fcc.gov](http://www.fcc.gov)**

*This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).*