



CONSUMER ALERT FROM THE FCC

Consumer Complaints:

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

Phone: (888) 225-5322

Videophone: 1-844-432-2275

FCC Consumer Alert: Beware of Scammers Impersonating FCC Commissioners and Employees

FCC Commissioners and Staff Will Never Call to Say Your Phone Number Is Under Investigation

The Federal Communications Commission is warning consumers about scam calls and texts from fraudsters posing as FCC Commissioners or employees. In a recent scheme, callers impersonating FCC Commissioners or staff falsely claim that a consumer's phone number is under investigation for criminal activity. These calls and texts are scams.

FCC employees will **never**:

- Call to say your phone number is under investigation.
- Direct you to a special "law enforcement hotline."
- Demand payment, personal or financial information or threaten legal action.

The FCC does not seek or accept payment in cash, cash apps, crypto currency, store credit accounts, or gift cards. Any request for such a payment is a red flag.

If you receive such a call, hang up immediately. If the call or text includes a threat of violence or harm, immediately report it to local law enforcement.

What Are Imposter Scams?

Government imposter scams remain one of the top reported fraud schemes. Fraudsters impersonate a government agency or official and claim that immediate payment is needed or that personal information must be verified in order to resolve a problem.

More complicated scams may try to convince you that the caller is from a government agency that is investigating suspicious activity in your account and that you will need to move funds to another account or convert them to gold or cryptocurrency to protect them.

Regardless of the pitch, it is always a scam.

Tips to Avoid Imposter Scams

- Don't answer calls from numbers you don't recognize.
- Hang up immediately if someone asks for money or personal information.

- Never share account numbers, Social Security numbers, passwords, PINs, or other sensitive information.
- Don't respond to texts or click on links from unknown numbers.
- Ask your phone company about call-blocking tools and consider using call-blocking apps.

You can report imposter scams to the FCC using the [online complaint form](#). When filing a complaint, please select the form "Phone" and the issue "Unwanted Calls/Texts." Please include as much information as possible about the incident, including:

- The number shown on Caller ID.
- The number receiving the call.
- The time the call was received, including the time zone in which it was received.
- The name of the FCC employee the caller claimed to be.
- Any recording of the call or screenshot of the text.

FCC Action to Protect Consumers

To fight imposter scam calls, the FCC, under Chairman Brendan Carr's leadership, is holding accountable telephone service providers that fail to protect consumers. The FCC has taken enforcement action against providers that turned a blind eye to scammers impersonating government agencies, internet service providers, banks, and major retailers.

The FCC has also rolled out a comprehensive strategy to attack scam calls at every stage of the call path, from before a number is dialed to when the call reaches a consumer's phone.

As part of this plan, the FCC is:

- Expanding know-your-customer and know-your-upstream provider requirements so bad actors can't place scam calls.
- Exploring how phone numbers and area codes are used so we can restore trust in calls that are made.
- Ensuring that all voice service providers are doing their part to identify and block illegal calls so they never reach your phone.
- Providing you with more information about the calls that do reach your phone, so you don't have to guess if the call is one you want to answer.

Earlier this summer the [FCC joined](#) with the Elder Justice Coordinating Council and companies across the country as part of the "Never, Ever" campaign to shine a light on government and business imposter scams, which often target older Americans. Learn more about the Elder Justice Coordinating Council's "Never, Ever" campaign at ejcc.acl.gov/imposters.

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