

# Arlington Heights Police Department

## PayPal EMAIL SCAM PREVENTION



Internet SCAMS come in all shapes and sizes. Those that want to steal your personal information or money are constantly trying new methods. The Internet gives these scammers anonymity and a target rich environment. It is almost impossible to prevent a scammer from sending us a wide variety of **BAIT**, but very easy to avoid getting **HOOKED**. PayPal has a reputation for being an extremely safe way to pay for goods and services on-line. Offenders will use that reputation to their advantage. The following are some scams to be aware of:

### PayPal Disputed Transaction-

- @ You will receive a **FAKE** PayPal payment confirmation email detailing a purchase you never made.
- @ At the bottom of the email you are given the option to cancel the payment by clicking on “Cancel Transaction” or “Dispute Transaction”. You may even see (Encrypted Link) attached.
- @ If you click on that option you probably will get a web form asking you to submit your PayPal account details.
- @ If you fill out and submit this form the scammer will have access to your accounts

### PayPal System Trouble-

- @ You will receive a **FAKE** PayPal email explaining that PayPal is experiencing system trouble and lost member data.
- @ They ask you to click on the link and log into your account to check that your information was not affected.
- @ By logging in you give the scammer account information, passwords and access.

### PayPal Security Alert-

- @ You will receive a **FAKE** PayPal email alerting you that PayPal has detected log in attempts from a foreign IP address.
- @ They will ask you to provide confidential PayPal account information to confirm that you are the account holder.
- @ Once this information is provided the scammer will have access to your accounts.

These scams work because we are quick to protect our resources. Here are some prevention measures:

- ✓ **NEVER CLICK** – By clicking you are taking the bait and you are as good as caught!
- ✓ Emails from PayPal will always address you by your first and last name or business name – scams may include “Dear PayPal User” or “Dear PayPal Member”
- ✓ PayPal emails will never ask you to download an attachment or a software program. Scam downloads often contain a virus.
- ✓ If you receive a suspect PayPal email forward the entire email to [spoofer@paypal.com](mailto:spoofer@paypal.com) and delete it from your email account.