

# Dartmouth Police Department warns locals about Xfinity scam going around

"SCAMBAG ALERT – PLEASE SHARE

I was recently made aware of the following Xfinity scam:

The scammer pretends to be calling from Xfinity and tells you that you are owed a refund. In order for them to give you the refund, you need to log into online banking. The scammer then remotes into your computer and transfers money from one of your accounts to another. The scammer tells you that they have processed the refund but gave you too much. They then ask you to send the excess back to them in gift cards or by a wire transfer.

## **Safety precautions:**

- If you are eligible for a refund from any company, the company should not need access to your online/mobile banking. Do not log in because someone identifying themselves as a company representative asks you to.
- Never provide or confirm any financial details to a caller that you're not familiar with. If you're not sure, hang up, and look up the company's 800 number to call back.
- Don't give out personal information, such as your email address, phone number, online banking username, PIN, or debit card number.
- Don't respond "Yes" within a text unless the information is actually accurate. If you are told via text to respond "Yes" because they're testing the fraud system, do not continue the conversation.