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March 31, 2017

*****CONSUMER ALERT*******MADIGAN: HANG UP ON PHONY "CAN YOU HEAR ME?" SCAMS**

Chicago — Attorney General Lisa Madigan today alerted Illinois residents to beware of phone call scams that attempt to record consumers saying "yes." Scammers can use the recorded "yes" to authorize unwanted charges to your credit card or withdrawals from your bank accounts.

Recently, Madigan's office has received an increase in complaints about these scam calls from Illinois residents. The calls start by asking consumers "Can you hear me?" in an effort to record a consumer's "yes" response. The recorded "yes" could be used by the scammer to authorize fraudulent charges without the consumer's knowledge. Scammers can also "spoof" caller ID devices with familiar area codes to entice more consumers to answer the phone call.

"Anyone who receives a phone call where the caller asks 'Can you hear me?' should say 'no' or nothing, and hang up," Madigan said.

The Federal Communications Commission (FCC) has termed this a "Can You Hear Me?" scam, and Madigan encourages consumers who believe they have received a call of this nature and may have responded "yes" to review credit card and bank statements for any unauthorized charges.

Consumers may also report calls to the [FCC](#) or Attorney General Madigan's office by visiting her [website](#) or by calling her Consumer Fraud Hotline:

1-800-386-5438 (Chicago)

1-800-243-0618 (Springfield)

1-800-243-0607 (Carbondale)

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