

ONLINE SCAMS ARE A GROWING THREAT



Scammers never take a day off. Holidays, special events, tax season, sales season, emergencies—no matter what's going on—bad actors never pass up an opportunity to swindle people into handing over their money, giving up personal information or sharing sensitive data.

The Better Business Bureau has released its most recent Scam Tracker Risk Report. The annual report revealed some eye-opening statistics. The report finds that, not only did the median dollar loss associated with scams tick upward in 2019 to \$160, (up from \$152 in 2018) the percent of reports that included a dollar loss also rose, from 29.5 percent in 2018 to 35.1 percent in 2019. Customers are becoming more likely to lose money as a result of scams.

An even bigger shock: 81.2 percent of consumers reported losing money to online purchase scams. It's alarming to find that scams tied to online purchases were the top scam of 2019 in Minnesota.

What to watch for

In light of this troubling trend, here are three warning signs of online scams and three actions you can take if you've fallen victim.

1 Outrageous offers

Be suspicious of extremely low prices, savings offers, unusual promotions or sudden price drops. If you find a new laptop online for \$150, question that. Compare the price for the same model on another site.

2 Shady e-commerce sites

An authentic professional website from a reputable company should be free of spelling errors and strange links and should openly advertise its contact information on a Contact page, including phone number, location and customer support. Don't shop on a site if you can't confirm it's legitimate.

3 HTTPS

Site security is a major factor. Before you shop anywhere, verify the URL contains "https" in the address. The "s" stands for security, meaning all your communication on the site is encrypted.

What you can do

If you think you've been scammed. Here are three steps you can take.

1 Contact your financial institution

Your bank can put a hold on your debit card, checks or your account, and credit card companies can freeze your cards. Ask about fraud protection, a service that might cover charges made without your consent.

2 Monitor your statements

You might be able to receive alerts and notifications about suspicious purchases, or purchases made above a designated dollar amount. Review your statements and activity as often as possible.

3 File a police report

Filing a report creates a record of the scam activity and could direct the authorities to investigate your case. It's likely that your financial institution will receive a copy of the report as well. The faster you act, the better your chances of tracking down the scammer. 🚧

DON'T ANSWER!

Caller ID Fake Calls

Have you received a call on your phone that shows your own number on the caller ID? Don't be alarmed!

Telemarketers have methods to "spoof" a phone number to trick the caller ID system to show whatever number they want.

If you receive one of these calls, we have a few suggestions:

- Don't answer. In most cases, these calls are telemarketers.
- If you do answer, let them know you would like your phone number to be removed from their list.
- If you haven't already, add your phone number(s) to the National Do Not Call Registry. You can visit their website at donotcall.gov to register your number(s) and learn more.

Independence Day

Our local service centers will be closed Friday, July 3, 2020, for Independence Day.

Technical Support will be available at 877.290.0560 and via online chat at arvig.net.

For a full list of our contact information and hours, visit arvig.com/locations.



Be safe! CALL BEFORE YOU DIG

Gopher State One Call is proud to help serve and protect homeowners across Minnesota. They are here to help you submit information about any home excavation projects you are planning, such as planting a tree, building a fence, or any other circumstances that include digging in your yard. When you call, any facilities in your dig area will be marked or cleared within two business days, allowing you to safely begin digging.

Services from Gopher State One Call are **FREE to everyone.**

Dial 811 from your Arvig landline, call toll free at 800.252.1166 or go to GopherStateOneCall.org.

Arvig How-To Videos

Looking for help with one of your Arvig services, like WiFi TV? Wondering how to install a modem and router? What exactly is the difference between wireless bands?

To find videos answering frequent questions and giving solutions to common problems, visit arvig.net to view our customer support pages for how-to videos and guides. You may also visit youtube.com/ArvigHQ for our complete library.

While at YouTube, catch up on our video blogs, a.k.a. vlogs. Get tips for protecting your data online, traveling with your tech, how to keep your guard up against scams and fraud, and more.

2020 DIRECTORIES ARE COMING

Phone directories will be delivered to both residents and businesses in the following areas:

- **June:** Detroit Lakes, Park Rapids, Perham and Walker areas
- **July:** Clarissa, Osakis and Parkers Prairie areas
- **August:** Bena and Bigfork areas

As always, we do our best to ensure accurate information is published. If you find an error in your free listing, please send an email with the correct information to answers@arvig.com or call us at 888.992.7844.

To advertise in next year's directory, call **866.531.2583**.

Recycle old directories by dropping them off at a local Arvig store or recycling center.



TO BETTER SERVE YOU

It's important to ensure we have your current contact information so we can inform you about any service-impacting work we have planned, provide important information about your account, and let you know about service upgrades, promotions, customer surveys and contests.

Complete this form and return with your payment, stop by your local service center or call 888.992.7844.

Name on Arvig account: _____

Preferred method of contact: Email address: _____

Phone number: _____

Text number: _____

I'd like to add someone to my account. Who? _____

An Arvig representative will contact you to confirm additions to your account.