

Protect Yourself Against Fraud and Identity Theft



Consumer fraud takes many forms, but is especially common via phone and email. It's important to know how to protect yourself against fraud or identity theft. To help our members, Soundpath Health has compiled a few tips to help you keep your personal information safe.

1. **Don't divulge your personal or financial information to unverified sources.** If you get an email, voicemail, or text message from someone claiming to be from Soundpath Health who asks you to verify or provide your personal or financial information do not click on any links or call the number provided. Contact us directly at **1-866-789-7747**.
2. **Remember, you should never give your Social Security number, Medicare claim number, bank account information, or other personal identifying information without verifying the requestor first.**
3. **Be skeptical about offers that are too good to be true.** Many fraudsters will offer you free trials or valuable offers like a \$100 gift card for a \$5 processing fee. If the offer sounds too good to be true, it probably is. Criminals will quickly take your money and disappear. So don't take the bait.
4. **Don't be pressured into urgent deals.** Con artists will also attempt to scare you into giving them your money by telling you that the deal they're offering you will expire if you don't buy right now. Take your time and do your research before you buy.
5. **Don't open links in emails sent to you from someone you don't know.** Be especially careful of electronic greeting cards or other emails with attachments. Never open an attachment that you were not expecting.

If you believe you may have been the victim of a fraud or identity theft scheme, contact the Federal Trade Commission directly at <https://www.consumer.ftc.gov/> or call 1-877-FTC-HELP (382-4357); 9:00 am to 8:00 pm (EST), Monday through Friday. You can file a formal complaint, sign up for the Do Not Call registry, report identity theft, and get a free copy of your credit report and more.

For more tips like these visit the FTC's site at <https://www.consumer.ftc.gov/articles/0060-10-things-you-can-do-avoid-fraud>. As always if you have any questions about your benefits or plan, please contact us at 1-866-789-7747. Thank you for your membership.