



A Guide to Scam Calls

Presented by the Consumer Assistance Program

Scammers target businesses in many ways – they pretend to be another business, a government agency, a potential customer, someone you know, trying to get money or personal information. They:

- Create sense of urgency and fear.
- Ask for odd forms of payment.

Wait? Who's calling?

Ask unknown scam callers...

“What is your website?”

“Can I receive this message in writing?”



For more information, visit:
ftc.gov/business-guidance

“Can I call you back on your company directory?”

“Can you provide verifiable business references?”

Report Scam Calls

Businesses can report illegal spam, robocalls, or telemarketing scams to the Federal Trade Commission and the Federal Communications Commission:

ReportFraud.ftc.gov
ConsumerComplaints.fcc.gov

Watch for Common Trends

Imposter Scams

Scammers could say they're from a utility company regarding a late bill, pretend they're a government agent suspending a license, trick you into applying for grants, impersonate U.S. Patent and Trademark Office, or call from a tech company threatening to revoke your website URL!

Fake Invoices

Scammers create fake invoices that make it seem like you ordered products you didn't, hoping that you assume the invoices are real and pay. They call to “confirm” an order or verify an address. If you agree, they could ship it and pressure you to pay.



Unordered products may be treated as unsolicited merchandise and considered a gift to the recipient.

Before doing business with a new company:

- Search the company's name online with the term “complaint” or “scam.”
- Read what others say about the company.
- Check their website and how long the domain has been registered.

Business Coaching

Scammers contact trying to sell a business coaching program, promising results if you pay. They draw you in with low initial costs, but ask for thousands of dollars later. Pay attention to fake testimonials or odd telemarketing calls.

Listing Calls

Be cautious of calls that claim that your google listing or ad has expired. Scammers do this so you can call them back, they will ask for payment. Google will not call you.

Avoid scam loss. Always verify monetary transactions.

Contact the Small Business Initiative at CAP for more information and resources
1-800-649-2424 | ago.vermont.gov/cap/cap-small-business-help