



# S.C.R.A.M. GAZETTE

## Top 5 Questions about unwanted calls and the National Do Not Call Registry

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## APRIL TOPIC

When: April 13, 2015

Time: 10 am to 11 am

Topic: Ruse Entry Burglary



NATIONAL  
DO NOT CALL  
REGISTRY

REGISTER Registro No Llame

Or Call Toll-Free

1 - 888 - 382-1222

TDD 1 - 866 - 290 - 4236

### 1. How can I make it stop?

You signed up for the Do Not Call Registry ages ago, but you're suddenly getting a bunch of unwanted calls. What can you do?

Hang up. When you get illegal sales calls or robocalls, don't interact in any way. Don't press buttons to be taken off the call list or to talk to a live person. That just leads to more calls. Instead, hang up and file a complaint at donotcall.gov.

Investigate whether call blocking can help.

If you're getting repeated calls from the same number, your phone company may be able to block that number, but first ask whether there's a fee for this service.

If you're getting unwanted calls from a lot of different numbers, look into a call blocking solution. There are

online call blocking services, call blocking boxes, and smartphone apps that block unwanted calls. Do an online search to look for reviews from experts and other users, and find out whether the service costs money.

### 2. Why me?

Your number is on the Do Not Call Registry, so why are you still getting calls?

Because of scammers. Most legitimate companies don't call if your number is on the Registry. If a company is ignoring the Registry, there's a good chance that it's a scam.

We've seen a significant increase in the number of illegal sales calls — particularly robocalls. Advances in technology have made it cheap and easy for scammers to make illegal calls from anywhere in the world, and to hide from law en-

forcement by displaying fake caller ID information.

### 3. What are you doing about it?

The FTC has sued hundreds of companies and individuals for placing unwanted calls. The FTC also is leading several initiatives to develop technology-based solutions. Those initiatives include a series of robocall contests that challenge tech gurus to design tools that block robocalls and help investigators track down and stop robocallers. We're also encouraging industry efforts to combat caller ID spoofing.

### 4. Is anyone listening?

You filed a complaint — or several complaints — and you want to know when you'll hear back from the FTC.

Due to the volume of complaints we get, we can't respond directly to each one. But please keep the complaints coming because the

FTC and other law enforcement agencies analyze complaints to spot trends and to take legal action against wrongdoers. To date, the FTC has brought more than a hundred lawsuits against companies and individuals for Do Not Call violations.

### 5. But I gave you the phone number of the company that called me?!

Current technology makes it easy for scammers to fake or "spoof" caller ID information, so the number you reported in your complaint probably isn't real. Without more information, it's difficult for us to identify the actual caller. Nonetheless, the FTC analyzes complaint data to identify illegal callers based on calling patterns. The agency also is pursuing a variety of technology-based solutions to combat illegal calls and practices.

## Disposing of Old Computers

Getting rid of your old computer? You can ensure its hard drive doesn't become a treasure chest for identity thieves. Use a program that overwrites or wipes the hard drive many times. Or remove the hard drive, and physically destroy it.

### Understand Your Hard Drive

Computers often hold personal and financial information, including:

- passwords
- account numbers
- license keys or registration numbers for software programs
- addresses and phone numbers
- medical and prescription information
- tax returns
- files created automatically by browsers and operating systems

When you save a file, especially a large one, it is scattered around the hard drive in bits and pieces. When you open a file, the hard drive gathers the bits and pieces and reconstructs them.

When you delete a file, the links to reconstruct the file disappear. But the bits and pieces of the deleted file stay on your computer until they're overwritten, and they can be retrieved with a data recovery program. To remove data from a hard drive permanently, the hard drive needs to be wiped clean.

### How to Clean a Hard Drive

Before you clean a hard drive, save the files you want to keep to:

- a USB drive
- a CDROM
- an external hard drive
- a new computer

Check your owner's manual, the manufacturer's website, or its customer support service for information on how to save data and transfer it to a new computer.

Utility programs to wipe a hard drive are available both online and in stores where computers are sold. These programs generally are inexpensive; some are available on the internet for free. These programs vary:

- Some erase the entire disk, while others allow you to select files or folders to erase.
- Some overwrite or wipe the hard drive many times, while others overwrite it only once.

Consider using a program that overwrites or wipes the hard drive many times; otherwise, the deleted information could be retrieved. Or remove the hard drive, and physically destroy it.

If you use your home or personal computer for business purposes, check with your em-

ployer about how to manage the information on your computer that's business-related. The law requires businesses to follow data security and disposal requirements for certain information that's related to customers.

### How to Dispose of Your Computer

**Recycle it.**—Many computer manufacturers have programs to recycle computers and components. Check their websites or call their toll-free numbers for more information. The Environmental Protection Agency (EPA) has information about electronic product recycling programs. Your local community may have a recycling program, too. Check with your county or local government, including the local landfill office for regulations.

**Donate it.**—Many organizations collect old computers and donate them to charities.

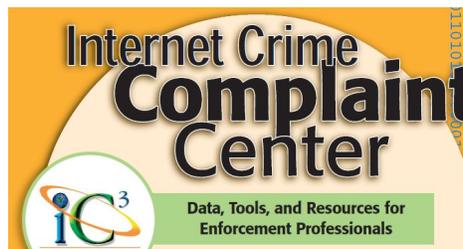
**Resell it.**—Some people and organizations buy old computers. Check online.

Remember, most computer equipment contains hazardous materials that don't belong in a landfill. For example, many computers have heavy metals that can contaminate the earth. The EPA recommends that you check with your local health and sanitation agencies for ways to dispose of electronics safely.

## Filing a complaint with IC3

Prior to filing a complaint with the IC3, please read the following information regarding terms and conditions. Should you have additional questions prior to filing your complaint, view [FAQ](#) for more information on inquiries such as:

- What details will I be asked to include in my complaint?
- What happens after I file a complaint?
- How are complaints resolved?
- Should I retain evidence related to my complaint?  
The information I've provided on this form is correct to the best of my knowledge. I understand that providing false information could make me subject to fine,



imprisonment, or both. (*Title 18, U.S. Code, Section 1001*)

The IC3 is co-sponsored by the Federal Bureau of Investigation (FBI) and the National White Collar Crime Center (NW3C). Complaints filed via this website are processed and may be referred to federal, state, local or international law enforcement or

regulatory agencies for possible investigation. I understand any investigation opened on any complaint I file on this website is initiated at the discretion of the law enforcement and/or regulatory agency receiving the complaint information.

Filing a complaint with the IC3 in no way serves as notification to my credit card company that I am disputing unauthorized charges placed on my card or that my credit card number may have been compromised. I should contact my credit card company directly to notify them of my specific concerns.