

Be like Sue: Know the red flags of gift card scams



Here's
how a gift
card scam
works:

1. A person reaches out **unsolicited about an urgent matter**.
2. You are told to **purchase gift cards**.
3. **They tell you NOT to speak to store employees**, or they may tell you what to say if an employee questions your purchase.
4. You are told to **share the card numbers and PINs**.
5. **The scammer redeems the cards**.

**What to do
if you've
experienced
a gift card
scam:**

Contact the company listed on the gift card immediately.

Warn others by reporting the incident to BBB Scam TrackerSM:

[BBB.org/ScamTracker](https://www.bbb.org/scamtracker)

Visit the BBB Scam Survival Toolkit for further assistance:

[BBB.org/ScamSurvivalKit](https://www.bbb.org/scamsurvivalkit)

Tell a friend or family members so they can help.



Here's what you should know about gift cards:

No legitimate business or organization will require you to pay them with a gift card.

Gift cards are **non-traceable forms of payment** that have limited protections.

Crooks may have already accessed the card you purchased.

It's harder to get your money back **if you pay a scammer with a gift card.**



Learn more: [BBB.org/GiftCardScams](https://www.bbb.org/GiftCardScams)

Search and/or report scams:
[BBB.org/ScamTracker](https://www.bbb.org/ScamTracker)

If you think you are being targeted by a scam:

Stay calm.

Do not reply directly to unsolicited messages.

Do your due diligence when working with a new business.

Never give personal information (SSN/SIN, account numbers/passwords, license number, etc.) over the phone, especially if the call was unexpected.

Use secure, traceable transactions when making payments for goods, services, taxes, and debts.

Never allow remote access to your computer if somebody offers tech support.

If you're suspicious about the situation, search BBB Scam Tracker to see if anyone else has reported a similar situation.

Check the email address or URL more closely.

Report any scam activity to BBB Scam TrackerSM.

