



## Scammers Posing as Cash App Customer Service Representatives

*National Consumer Protection Week is February 28 to March 6*

The District of Columbia Department of Insurance, Securities and Banking (DISB) wants consumers to be on the alert for scammers pretending to represent “Cash App.”

Convenience comes with a price. Consumers use “Cash App” as an easy way to send and receive money. Unfortunately, scammers have also been using the platform to drain consumers' accounts. Scammers use a variety of methods to take advantage of potential victims that include email, text and fake customer service telephone numbers.

EXAMPLE: In this particular scam, the perpetrator sends a text or email that includes a link to a fake Cash App, asking the consumer to download the fake Cash App or call a fake customer service number to discuss an issue with their account. The consumer, not knowing that the message is from a scammer, provides account information including the passcode, or downloads the application. The perpetrator then has remote access to the consumer's account and withdraws money. Unfortunately, this scam is not widely reported. Most victims simply close their accounts and switch to other services like Zelle or Venmo.

**ACTION**—Protect your finances and follow these tips:

- Know that “Cash App” does not request consumer's account information, PIN or passcode.
- Do not give anyone your Cash App account information, including your PIN or passcode.
- Be aware that Cash App does not have a customer service number for personal support.

- If you receive money through Cash App, cash out the money immediately.
- If you do not know how to use Cash App services, use other money transfer services like your bank, Western Union or MoneyGram.

**If you believe you have been a victim of scammers claiming to be Cash App representatives, please contact the DISB Enforcement and Consumer Protection Division at 202-727-8000.**

### **About DISB**

The mission of the Department of Insurance, Securities, and Banking (DISB) is three-fold: (1) cultivate a regulatory environment that protects consumers and attracts and retains financial services firms to the District; (2) empower and educate residents on financial matters; and (3) provide financing for District small businesses.