Our family safe word rule

Keep this by the phone. If a call is scary and about money, follow these steps, even if the voice sounds exactly right.

On the call

1. Ask: "What's our word?" Don't give a hint.
2. Right word? Keep talking and help.
3. Wrong word, a dodge, or "there's no time"? Hang up.
4. Call the person back on the number you already have.
5. Can't reach them? Call another family member, even if you were told to keep it secret.

Never on a scary call

- Don't send gift cards, a wire, cryptocurrency or a payment app transfer before calling back.
- Don't let anyone connect to your computer.

Numbers to call back

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Don't write the safe word on this card. Say it out loud with your family instead. If you already sent money: call your bank on the number on the back of your card, then report it at ReportFraud.ftc.gov and ic3.gov. More help: xcelcor.com/check

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