Getting your money back after a scam: call log

Fill this in before and during your calls. Use the number on your card, in the app or on the company's own website. Never use a number the scammer gave you.

What happened

Date and time you paid	
Amount	
How you paid (card, Zelle, app, wire, gift card, crypto, cash)	
Transaction or confirmation number	
Phone number, email or website the scammer used	
Did they have access to your computer or phone?	

Who to call first

- Credit card: the card issuer. Debit card, Zelle or bank transfer: your bank or credit union.
- Venmo, Cash App, PayPal: the app. Wire: the wire transfer company.
- Gift card: the number on the back of the card. Keep the card and receipt.
- Crypto: the exchange or crypto ATM operator.
- Cash by U.S. mail: U.S. Postal Inspection Service, 1-877-876-2455.

Calls made

Date	Company	Person spoken to	Case number	What they will do next

Reports filed

ReportFraud.ftc.gov (report number)	
ic3.gov (complaint number)	
State attorney general	
Police (report number, if any)	

If someone offers to recover your money for a fee, it's a scam. The FTC says government agencies and legitimate organizations never ask for money or financial information to help you get a refund.

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