

The Senior Medicare Patrol is.....

LOOKING OUT FOR YOU

DATE: 6/1/16

2016- 6

SUBJECT: **Phone Surveys: Buyer Beware!**

"At 9:34 am Thursday, May 12, 2016, I received a call on my cell phone from "X" calling for Survey Redemption asking if I knew about Life Alert devices . . . I asked her how she got my phone number & was immediately cut off. I called the number 1-808-797-2763 back & she went through the same things but when I asked how she got my number again we were cut off. At that time I called SMP to report the call."

What/Who is Survey Redemption? In a nutshell, Survey Redemption is a marketing tool a "Sponsor" uses to get customers for products and services. You take a survey, answer questions, and provide personal information. If the Sponsor picks your phone number, you enter a pool of potential winners of a \$50 gift card to redeem at a retailer like Walmart or Target.

How do you enter? You ask for an entry form on www.surveymredemption.com or at various Sponsor websites. By so doing you are agreeing to be contacted by an automated telephone dialing system.

Is this a scam? Very likely, if the caller lies about who he/she represents. Possibly, if the survey baits you with the offer of a gift card, but you find out it's not in stock and you end up having to settle for or tricked into getting something else, like a wrinkle cream. Definitely, if the survey is a trap to get your personal information for identity theft.

WHAT YOU SHOULD DO

PROTECT: If you get a phone call, ask questions. Look for scam alerts on the internet. FTC.gov is a good place to start. Call the Better Business Bureau at 877.222.6551 toll free.

DETECT: Look for signs of a scam. Are you being asked to pay for something offered for free? Are they asking for your bank account, credit card, or Social Security number?

REPORT: Use the BBB Scam Tracker at

<https://www.bbb.org/scamtracker/hawaii/reportscam>

The Federal Trade Commission's Complain Assistant at

<https://www.ftccomplaintassistant.gov/Information#crnt&panel1-1>

The SMP Hawaii Contact Form at

<http://smphawaii.org/contact/>



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