

## Illegal Robocalling

A robocall occurs when a consumer answers the phone and hears a pre-recorded message. Robocalls are a growing problem because technology makes it easier to spoof phone numbers and automate the calls to millions of consumers.

There are steps consumers can take when suspicious of illegal robocalls. To avoid falling victim to robocalls scam:

- Ensure landlines and mobile phone numbers are registered on the national and state Do Not Call lists at [DoNotCall.gov](https://www.donotcall.gov) and [FLDNC.com](https://www.fldnc.com);
- Hang up the phone immediately when suspicious of receiving a robocall;
- Do not press a number, even if the robocall script states that it will remove the number from its call list. Doing so signals that the robocall has reached a live, monitored number and can lead to more calls;
- Do not give out landline or mobile numbers unless absolutely necessary;
- Take notes, such as the company name mentioned in the prerecorded message or phone numbers associated with the call; and
- Know that whatever product or service being pitched in a robocall is likely a scam.

Anyone who encounters a robocall scam should immediately report it to the Florida Attorney General's Office by filing a complaint online at [MyFloridaLegal.com](https://www.myfloridalegal.com) or by calling 1-866-9-NO-SCAM.