

Jul 20, 2023

Contact Kylie Mason

Phone (850) 245-0150



OFFICE OF THE
ATTORNEY GENERAL
STATE OF FLORIDA

Florida Attorney General's Office News Release

VIDEO: Summer Scams Series: AG Moody Launches Scam Series on Advanced Technology with an Alert on AI Voice Scams



TALLAHASSEE, Fla.—Attorney General Ashley Moody is launching a new Summer Scams Series, called Tech Traps, to focus on ways scammers may use technology to target Floridians. The first installment in the series covers artificial intelligence voice scams where scammers will use sophisticated algorithms and voice-synthesis technology to mimic human voices and deceive victims into believing a phone call is from a known individual. The Federal Trade Commission [recently reported](#) that scammers are using AI to enhance a version of the grandparent scam. Using the new technology, the scammer pretends to have kidnapped a family member in an effort to extort money from relatives. A recent article tells the story of a mother [receiving a scary phone call](#) where a criminal claimed to have her daughter and impersonated the daughter's voice using AI technology.

Attorney General Ashley Moody said, “As a mother, I cannot imagine the fear that would come from hearing your child’s voice begging for help over the phone and a scammer threatening to kill your child. AI voice cloning poses a grave new threat, as it allows scammers to exploit our deepest fears to deceive and manipulate us. These scams can result in the loss of large amounts of money from people hoping to save a loved one.”

AI voice scams use voice technology to mimic human voices and deceive targets into believing a call is from a trusted individual or organization. Fraudsters can also use this technology to impersonate government agencies, financial institutions, customer support services and victims’

loved ones. Scammers utilize this method to steal personal information or money. Floridians who stay cautious and withhold information while on suspicious phone calls may avoid falling prey.

Attorney General Moody offers the following tips to avoid falling for AI voice scams:

- **Ask personal questions:** If a caller purports to be a loved one, ask the person a question only the supposed friend or relative knows;
- **Verify a caller's identity:** Never rely solely on caller ID and call a loved one back on a personal line to verify a caller's identity;
- **Be skeptical of urgent requests:** Scammers often create a sense of urgency to pressure victims into making hasty decisions. Take time to assess the situation and verify the authenticity of any urgent request; and
- **Contact law enforcement:** Let authorities know if someone claims to have kidnapped a relative.

Report AI voice scams to local law enforcement, as well as to the FTC by clicking [here](#).

Victims of cybercrimes should report incidents to the Florida Department of Law Enforcement [Computer Crime Center](#).

To view other Consumer Alerts, visit [MyFloridaLegal.com/Consumer Alert](https://www.myfloridalegal.com/consumer-alert).

#

The Florida Attorney General's Consumer Protection Division issues Consumer Alerts to inform Floridians of emerging scams, new methods used to commit fraud, increased reports of common scams or any other deceptive practice. Consumer Alerts are designed to notify Floridians about scams and available refunds in an effort to prevent financial losses or other harm caused by deceptive practices. Anyone encountering a scam should report the incident to the Florida Attorney General's Office by calling 1(866) 9NO-SCAM or visiting [MyFloridaLegal.com](https://www.myfloridalegal.com).