

## BEWARE OF SCAM PHONE CALLS

Licensees continue to report being victimized by scam callers claiming to represent the California State Board of Pharmacy (Board) or another government agency.

### Techniques used by fake callers include:

- A caller claims a licensee is under investigation by the Board, the California Department of Consumer Affairs (DCA), the DEA, the FBI, or another government agency. In some cases, the caller also warns of discipline unless the licensee pays a “fine.”
- A caller warns a licensee not to report the call to anyone “or else you will jeopardize the investigation.”
- A caller requests a licensee’s cell phone number.
- A caller gives a fake call-back number.
- A caller spoofs the Board’s phone number. This happens when your caller ID screen falsely shows an incoming call is from the Board of Pharmacy.

**These calls are scams!** In many cases, callers are attempting to extort money or elicit sensitive information – e.g., license numbers, DEA registration numbers, etc. – from licensees.

### What can you do to protect yourself and your pharmacy?

Licensee security is important to the Board of Pharmacy. Be aware of these tips from the Board and DCA:

- **If you have any doubts or questions about someone claiming – by phone or in person – to represent the California State Board of Pharmacy, call the Board at (916) 518-3100.**
- To check the identity of a caller who claims to be conducting a DCA investigation, call DCA directly at (800) 952-5210.
- If a scam caller claims to represent the DEA or the FBI, report the call to the [DEA’s Extortion Scam reporting program](#) or the [FBI’s Internet Crime Complaint Center](#).
- If a scam caller’s phone number appears to be a Board of Pharmacy or DCA telephone number, report the scam using the [Federal Communications Commission’s consumer complaint form](#).

###