

Fake calls from Apple and Amazon support: What you need to know

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Scammers are calling people and using the names of two companies everyone knows, Apple and Amazon, to rip people off. Here's what you need to know about these calls.

In one version of the scam, you get a call and a recorded message that says it's Amazon. The message says there's something wrong with your account. It could be a suspicious purchase, a lost package, or an order they can't fulfill.

In another twist on the scam, you get a recorded message that says there's been suspicious activity in your Apple iCloud account. In fact, they say your account may have been breached.

In both scenarios, the scammers say you can conveniently press 1 to speak with someone (how nice of them!). Or they give you a phone number to call. Don't do either. It's a scam. They're trying to steal your personal information, like your account password or your credit card number.

If you get an unexpected call or message about a problem with any of your accounts, hang up.

- Do **not** press 1 to speak with customer support
- Do **not** call a phone number they gave you
- Do **not** give out your personal information

If you think there may actually be a problem with one of your accounts, contact the company using a phone number or website you know is real.

Read our article to learn how to [block unwanted calls](#) on a mobile phone or on your home phone. And if you do get a call you think is a scam, report it at [ReportFraud.ftc.gov](#).