PROTECTING YOURSELF AGAINST
CALLER ID SPOOFING

The security and privacy of our customers is our top priority at New American Funding! Because of this, we want to keep you informed of attempts that fraudsters may make to gain access to your information or money. One such activity is known as "Spoofing".

What Is Caller ID Spoofing?

Spoofing is when a caller deliberately falsifies the information transmitted to your caller ID display to disguise their identity. Scammers often use spoofing so it appears that an incoming call is coming from a local number, or they spoof a number from a company or a government agency that you may already know and trust. If you answer, they use scam scripts to try to steal your money or valuable personal information, which can be used in fraudulent activity.

Don't Fall Victim to Spoofing!

There are several measures you can take to avoid becoming the victim of spoofing. Here are some things to consider while on the phone:

New American Funding will ALWAYS

• Introduce the name of the company and the employee with whom you are speaking at the beginning of every call.

• Ask for your email address or the last four digits of your Social Security Number to verify your identity.

• Call from a number you can verify on a monthly statement or other correspondence received from New American Funding.

• Provide customers with a call experience free from threats or pressure.

New American Funding will NEVER

• Speak to anyone about an account without first verifying who the caller is.

• Ask for all digits of a Social Security Number.

• Call you from a non-New American Funding number.

• Prevent you from calling back if you do not want to proceed with the call at that time.

• Threaten or pressure you to take a certain action.

When in doubt, don't give the caller any information! Simply hang up and call us back at **+1 (800) 893-5304**.

For more information about Spoofing, visit the Federal Communications Commission website at:
www.fcc.gov/consumers/guides/spoofing-and-caller-id