

FIGHTING CONSUMER FRAUD

Tonya Hetzler, Investigator
Consumer Protection & Antitrust Division



Mediate

- Consumer Complaints

Enforce

- Consumer Fraud Law

Do Not Call

- Enforce ND DNC Law

ID Theft

- Resource

Consumer Protection Division

Do Not Call

Hang up

Don't answer

Do not call the
numbers back

Consider call
blocking options



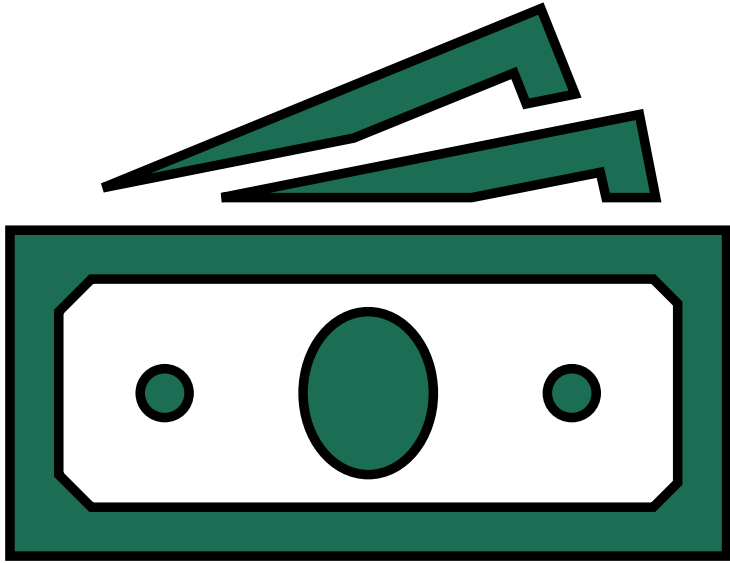
IMPOSTER SCAMS

Mostly perpetrated by phone or via the Internet

Emotion over logic by design

2024 = ND victims reported losses of \$5.3 million

2025 = ND victims reported losses of \$8.6 million



KNOW THE
PAYMENT
METHODS
SCAMMERS USE

ONLY SCAMMERS ASK FOR GIFT CARDS

Gift cards are for gifts,
NOT payments

Not a valid form of payment

Did someone send you
to a Bitcoin ATM?
It's a scam.

**NOT AN ATM*

BITCOIN KIOSKS





WIRE MONEY



MAIL CASH

It's a SCAM if you're told to:

Peer to Peer Mobile Payments

venmo



Cash App

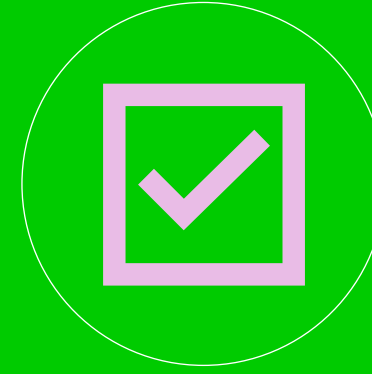
zelle



STOP



THINK



VERIFY



**DO NOT ALLOW REMOTE ACCESS TO
YOUR COMPUTER, PHONE OR TABLET**



**DO NOT CALL THE NUMBER ON
A POP-UP**

Computer Tech Scams

Government Imposter Scams



Fake Alert



Fake Government
“Helper”



Move your money

Imposter Scams

Sweepstakes

Romance

Family Emergency / Grandparent

Overpayment

Social Media

Beware of ads on social media

Is the price too good to be true?

Use a credit card - not a debit card

Save receipts & confirmation emails

Avoid “free trial offers”

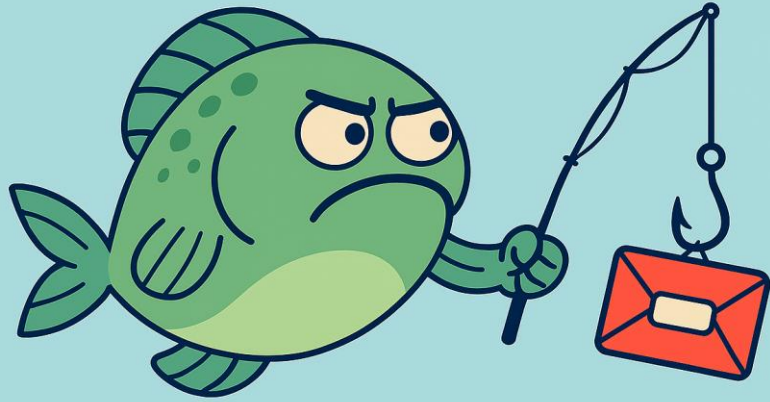
Online Shopping





Fake Ads and Websites

ARE YOU DEALING WITH THE REAL BUSINESS OR A COPYCAT?



DON'T TAKE THE BAIT

PHISHING EMAILS

Invoice

Thank you for your purchase on eBay

Order Number: EB-5681BN

Invoice Date: June 18, 2026

Customer:

Total Amount: **\$720.00 USD**

Payment Method: PayPal

Location: Seoul, South Korea

Item

MacBook Pro 16"

Price

\$720.00

Total

\$720.00 USD

If you have any questions about this invoice, please contact
eBay Support.

eBay Support: **+1 (983) 220-2424**

Begin forwarded message.

From: Account Services <admin@paraschosarchitecture.com>

Date: June 18, 2026 at 7:18:36 AM CDT

To: [REDACTED]

Subject: Your Transaction Summary

eBay

Order
Invoice

Invoice

Thank you for your purchase on eBay

Order Number: EB-5681BN

Wells Fargo Bank Fraud Alert:
Did you attempt a purchase at
Walmart for \$1,263.89? Reply
YES or NO

USPS: Since your package address
does not have a house number, we
are unable to arrange home delivery
for you. Please update online.

[usps.com/psa2020](#)

Transaction Update: Your account
is being debited for iPhone 13
USD \$599.97. Not you? Call
Amazon at (888)***-****

SMISHING

- ✓ Hang up
- ✓ Check it out
- ✓ Stop & think
- ✓ Act now! is a sure sign of a scam
- ✓ Question everything: be skeptical & tell someone
- ✓ Trust your gut or intuition
- ✓ Ask yourself, “is this real?”
- ✓ Never say never
- ✓ Beware that AI can make things look and sound real



The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the right side of the image, creating a modern, layered effect.

**Are any of these
scammers ever
caught?**

HELP US
FIGHT BACK
AGAINST
SCAMMERS

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