



## **NAPSA Scam Advice Forum January 2025**

### **Topic: What Is the Role of US Postal Inspectors in Investigating Transnational Frauds**

**Speaker:** Inspector Coleman is currently detailed as Program Manager, Criminal Investigations Group, at USPS national headquarters. In this role he oversees all aspects of the agency's mail fraud investigations program, including managing training, interagency partnerships, and fraud prevention efforts. He will also discuss how USPS can help APS workers, and how to contact and work with Postal Inspectors.

**Co-Hosts:** Steve Baker and Debbie Deem

Sign up for Steve's weekly '[www.Bakerfraudreport.com](http://www.Bakerfraudreport.com)' for news/trends/arrests/prosecutions worldwide on transnational frauds/scams.

**National Elder Fraud Hotline (U.S. DOJ)**          1-833-372-8311

National federal hotline for adults 60 and over to report fraud and providing support and resources/safety tips. Help with filing IC3 and FTC reports. Language line.

<https://ovc.ojp.gov/program/stop-elder-fraud/providing-help-restoring-hope>

### **Report Fraud to Local Police/APS as Well as One or More of These Federal Govt. Databases/Agencies**

- [www.ic3.gov](http://www.ic3.gov)                                FBI Internet Crime Complaint Center
  - [www.reportfraud.ftc.gov](http://www.reportfraud.ftc.gov)                Federal Trade Commission
  - [www.identitytheft.gov](http://www.identitytheft.gov)                   Report Identity Theft to the FTC
  - <https://www.uspis.gov/report>       U.S Postal Inspection Service (USPIS)  
   Or report 1-877-876-2455
- If Crypto Investment Confidence Fraud/Crypto-Romance Investment - contact your local U.S. Secret Service office, in addition to filing an IC3 report.  
<https://www.secretservice.gov/contact/field-offices>

### **FBI Guidance For Crypto-Currency Scam Victims in Completing an IC3 report**

<https://www.ic3.gov/Media/Y2023/PSA230824>

## **US Postal Inspection Service (USPIS)**

Postal Inspectors investigate any crime with a nexus to the mail. If you are a victim of a financial crime (such as that involving a mailing in a lottery or sweepstake fraud) and the US Mail is involved, call a Postal Inspector at 1-877-876-2455 (or file a complaint at links below) and local police.

- Victim Help Resources: <https://www.uspis.gov/report/victim-help-resources>
  - Includes ‘Have the Talk Video’
- Mail fraud, Scams complaint: <https://ehome.uspis.gov/fcsexternal/default.aspx>
- Identity Theft Resources: <https://www.uspis.gov/identity-fraud-2024>
  - Identity Theft complaint: <https://ehome.uspis.gov/mailtheft/idtheft.aspx>
- Don’t Be A Mule Campaign and Resources/Flier/Videos (English and Spanish)
  - <https://www.uspis.gov/news/scam-article/money-mule>
- Forward suspicious emails and texts to [spam@uspis.gov](mailto:spam@uspis.gov), then delete.
- Additional Resources (look at downloads/fliers available on this site- very helpful to share with victims and in outreach efforts.)
  - <https://www.uspis.gov/additional-resources>
- Package Tracking Text Scams
  - <https://www.uspis.gov/news/scam-article/smishing-package-tracking-text-scams>
  - If you receive a suspicious email or text about a package delivery failure, forward it to [spam@uspis.gov](mailto:spam@uspis.gov), then delete it.
- Quishing scams (Involving QR Codes) (information and video)
  - <https://www.uspis.gov/news/scam-article/quishing>
- YouTube Fraud Videos by USPIS (some are victims sharing their stories)
  - <https://www.youtube.com/c/USPISpressroom/videos>
- National Consumer Protection Week 2024 Resources/Investment frauds
  - <https://www.uspis.gov/ncpw-press-kit>

## **Federal Trade Commission (FTC) Guidance**

- Got a Package You Didn’t Order- It’s Probably a Scam  
<https://consumer.ftc.gov/consumer-alerts/2025/01/got-package-you-didnt-order-its-probably-scam>
- How To Stop Junk Mail and Pre-Approved Credit Card And Insurance Offers  
<https://consumer.ftc.gov/articles/how-stop-junk-mail>

## **Other Delivery Companies**

**Guidance and Reporting FedEx frauds:** 1.800.584.2681 <https://www.fedex.com/en-us/report-fraud.html>

**Guidance and Reporting UPS frauds:** <https://www.ups.com/us/en/support/shipping-support/legal-terms-conditions/fight-fraud.page>

## **Free National Online Support Programs (for all ages)**

- **AARP Fraud Support Group** Support for victims and family members of these frauds: To register (you don't have to be AARP member, no age restriction).
  - [https://www.aarp.org/money/scams-fraud/fraud-victim-support-group/?cmp=RDRCT-CSN-FRD-NEW-SUPPORT\\_GROUP\\_PAGE](https://www.aarp.org/money/scams-fraud/fraud-victim-support-group/?cmp=RDRCT-CSN-FRD-NEW-SUPPORT_GROUP_PAGE)
- **Cybercrime Support Network** Free romance imposter fraud 10 week online peer support program.
  - <https://fightcybercrime.org/programs/romance-scam-recovery-group/>
- **GiveAnHour** Monthly free support programs for fraud victims and family members.
  - <https://giveanhour.org/financial-fraud/>
- **Cathy Wilson, Therapist Lifepaths Counseling**  
<https://www.scamsurvivorhealing.com/>
  - Free video series for victims of romance imposter and other frauds/scams.
    - <https://www.scamsurvivorhealing.com/video-1/>