



## **FPUA reminds you to protect yourself from fraudulent activity.**



Based on current events, FPUA has formed this list of fraud prevention tips to protect customers:

- Occasionally, FPUA MAY call you to discuss your account. If we do, we will provide you with information that only you and FPUA would know in order to validate that our call is legitimate. If, after receiving the information, you are uncomfortable providing personal information by phone, or if you believe the call is a scam, hang up and call the company directly at 772-466-1600.
- Do not accept offers from anyone, including those claiming to be FPUA employees, to pay your bill or provide any other service for a fee.
- FPUA customers who have delinquent accounts receive multiple notifications from the company over the course of several weeks prior to electric service disconnection – never just a single notification one hour before disconnection.
- FPUA never asks or requires customers who have delinquent accounts to purchase a prepaid debit card to avoid electric service disconnection. Customers can make payments online, by phone, by mail or in person.
- If you or someone you know has a question about whether someone is a legitimate representative of FPUA, call the company at 772-466-1600. Call the police immediately if you believe the person is an imposter.
- Guard against fraud – never share your personal information, including birthday, Social Security number or banking account information.

### **Examples of Potential Scams**

#### Misleading Phone Calls

Some customers report receiving phone calls from individuals identifying themselves as FPUA employees or a third-party representative of FPUA. In some cases, the customer's caller identification will display FPUA's name or phone number.

The caller attempts to obtain customer account or personal information. Other callers may threaten immediate service disconnection – usually within an hour – if immediate payment is not made with a prepaid debit card.

FPUA customers who have delinquent accounts receive multiple notifications from the company over the course of several weeks prior to electric service disconnection – never just a single notification one hour before disconnection. Customers can also make payments online, by phone, by automatic bank draft, by mail or in person.

### Third-Party Payment

Scam artists claiming to be FPUA employees are telling customers they have the ability to wipe out entire account balances – for a cash fee. Please know that no one from FPUA will ever offer to pay a customer’s bill in exchange for a fee. The company does not charge customers extra fees for paying their bills by mail or at authorized pay agent locations.

If you have a question about whether someone is a legitimate representative of FPUA, contact the company directly at 722-466-1600 to verify the person’s identity. Call police immediately if you believe the person is an imposter.

### **What to do if you may have experienced fraud**

Customers who may have experienced fraudulent activity should contact local law enforcement (911) and seek assistance from the agencies listed below:

Florida Department of Agriculture and Consumer Affairs –1-800-HELP-FLA (435-7352) or 1-800-FL-AYUDA (352-9832) en Español. [www.800helpfla.com](http://www.800helpfla.com) or <http://www.freshfromflorida.com/Divisions-Offices/Consumer-Services>

Federal Trade Commission - <http://www.ftc.gov>

Financial Fraud Enforcement Task Force - <http://www.stopfraud.gov/>

Financial Crimes Enforcement Network - <http://www.fincen.gov/help4victims.html>

FPUA’s website contains additional information on these scams: [www.fpu.com](http://www.fpu.com)