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U.S. Postal Inspection Service Warns Against Imposter Scams During National Consumer Protection Week

During National Consumer Protection Week, the USPS warns consumers about imposter scams, where fraudsters pose as trusted individuals or institutions to steal personal and financial information. Officials urge vigilance and provide key prevention tips.

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As part of National Consumer Protection Week, running from March 2-8, 2025, the U.S. Postal Inspection Service (USPIS) is issuing a stark warning about the growing threat of imposter scams—fraud schemes designed to trick consumers into handing over personal and financial information.

According to Inspector in Charge (INC) Eric Shen of the Criminal Investigations Group, imposter scams take many forms, but they all follow a common script. Fraudsters pose as trusted individuals or institutions, such as family members, banks, or government agencies, to manipulate their victims into giving up personal information or money.

“There are many types of imposter scams,” said INC Shen. “But they all start with messages like, ‘I’m in trouble...,’ ‘I need...,’ ‘You’ve won!...,’ or ‘I have a great offer for you!’ These scammers lull consumers into a false sense of trust, gain access to privileged information, and then drain financial accounts.”

The USPIS urges the public to remain vigilant and take proactive steps to protect their personal information and finances. INC Shen shared the following guidelines to help consumers recognize and avoid imposter scams:

Take your time when making financial decisions. Scammers often create a sense of urgency to pressure victims into acting quickly. Whether it's an investment opportunity or an unexpected sweepstakes win, don't send money or provide personal information to someone you don't know.

Verify contacts before responding. If you receive an email or text message claiming to be from your bank or financial institution, avoid clicking on any links or calling the provided number. Instead, contact your bank using the number listed on your official account documents.

Be cautious of grandparent scams. If you receive a distress call from someone claiming to be a grandchild in urgent need of money, verify their identity first. Contact your grandchild or their parents directly using a phone number you trust before sending funds.

Watch out for online romance scams. If someone you've met online professes love quickly and asks for financial assistance, be wary. Scammers often build trust over time before making financial requests.

Ignore fraudulent USPS messages. The Postal Service will never send unsolicited text messages regarding delivery issues. If you receive such messages, delete them immediately. You can report the scam by forwarding the text or email to spam@uspis.gov.

Reduce telemarketing scam attempts. Add your phone number to the National Do Not Call Registry by calling 1-888-382-1222 or visiting www.donotcall.gov to reduce unwanted solicitation calls.

If you suspect you have been targeted by a scam, the U.S. Postal Inspection Service encourages you to take action. Consumers can report fraud or suspicious activity by submitting an online report at the Inspection Service website or by calling 877-876-2455.

By following these precautions, consumers can safeguard their personal and financial information against imposter scams. More details on identifying and preventing fraud can be found on the U.S. Postal Inspection Service website at www.uspis.gov/ncpw-2025.