

# Taking on Robocalls, Spoofing, and Unwanted Calls



Dear Neighbor,

I've heard from so many New Yorkers who are at their wits' end with the nuisance calls from telemarketers and robocalls. I get these calls myself all the time, and I know how frustrating they can be.

Worst of all are the many phone scams trying to swindle people by impersonating technical support, medical professionals with bad "news" about a relative, government agencies like Social Security, or dream offers or contests that sound too good to be true (and usually are).

I've been hard at work in Albany trying to bring some sanity to this out-of-control surge of annoyance and sometimes outright fraud. Here are some of the steps I've been taking to give consumers more tools and relief.

Sincerely,

A handwritten signature in blue ink that reads "Amy Paulin".

Amy R. Paulin  
Member of the Assembly  
88th District



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**Assemblymember Paulin** passed the **Nuisance Call Act** through the legislature this year. The law requires telemarketers to inform the customer that he or she may request that their number be added to the company's own "**Do not call**" list and prohibits telemarketing companies from sharing a customer's contact information with a third party unless the telemarketer has obtained their express consent in writing. **(Ch. 572 of 2019.)**

# Had Enough of Nuisance Calls?

## Assemblymember Amy R. Paulin Is Taking on Robocalls, Spoofing, and Unwanted Calls



### Chair Paulin Held a Public Hearing on Nuisance Calls

Assemblymember Paulin, as Chair of the Committee on Corporations, Authorities, and Commissions, convened a public hearing on September 6, 2019.

- Representatives from the telecommunications industry, technology experts, and representatives from New York State Attorney General Letitia James' office testified.
- New technology protocols, called STIR/SHAKEN, would prevent unauthenticated, fake numbers from showing up on your Caller ID. However, it has not yet been widely adopted by phone and mobile companies.
- This same protocol would allow your phone company or mobile provider to block those calls **before** they get to you.

### Amy Paulin Introduced a Bill to Make It Harder for Scam Calls to Use Fake Phone Numbers

Assemblymember Paulin has introduced a bill (A.7759), which would **require all voice call providers in New York to implement the STIR/SHAKEN Protocol** to protect their customers and allow for call blocking of robocalls and fake numbers. The bill will be considered in the 2020 legislative session.

### Protect Yourself from Phone Scams

- Register your numbers on the **National Do Not Call Registry** at [www.donotcall.gov](http://www.donotcall.gov). Legitimate telemarketing companies will abide by the law. If you still get calls, they are more likely to be illegal scams.
- Take your time in making a financial decision and **resist attempts to pressure you**.
- **Get all information in writing** before you agree to buy anything.
- **Don't trust your Caller ID** if the rest of the call is suspicious. Scam callers often disguise their number as legitimate businesses or government agencies.
- Social Security, Medicare, and other government agencies **will never threaten legal action against you** or threaten to cancel your benefits over the phone.
- **Do not give account information or access to your computer** over the phone unless you're the one initiating the call.
- No legitimate business should need you to pay for anything with cash by messenger, overnight mail, money transfers or by purchasing a gift card of any sort at a local store.
- If you receive an unwanted robocall, just **hang up**. Don't bother trying to talk to an operator or a live person.
- Talk with your phone company about what options they have for **blocking fraudulent or suspicious calls**.
- If you believe you may have been the victim of telemarketing fraud, call the New York State Attorney General consumer hotline at **(800) 771-7755** or the Federal Trade Commission at **1-877-FTC-HELP**.

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