

### Red flags for scam activity

- The individual becomes angry and tells the customer his or her account is past due, and service will be disconnected if a large payment isn't made – usually within less than an hour.
- The individual instructs the customer to purchase a pre-paid debit or credit card – widely available at retail stores – then call him or her back to supposedly make a payment to the company.
- The individual asks the customer for the prepaid card's receipt number and PIN number, which grants instant access to the card's funds.

### Nicor Gas employees can be identified by:

- A company uniform
- A company ID badge with photo
- A company truck or vehicle

Ask for identification and when in doubt, call us at 888.Nicor4U (642.6748)



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## Be Aware of Scams: Protect Yourself from Fraud



## Your personal safety and financial security are important!

At Nicor Gas, we hold ourselves accountable to the customers and communities we serve first and foremost.

Although there are several scam tactics, a common one involves unsolicited phone calls to customers by an individual who falsely claims to be a company representative. The scammer warns that the company will disconnect the customer's natural gas service if a payment is not made within a short timeframe.

Other common tactics include impostor utility scams that duplicate a company's upfront Interactive Voice Response system, so when customers call back phone numbers provided by the scammer, it appears to be legitimate. Some of these scammers also use caller ID spoofing to replicate a company's customer service number.

Following are additional tips to help identify and protect against scammers:

### How to protect yourself

- Whenever a field service representative or one of our contractors visits your home or business, they will provide proper identification. If you have further concerns, please contact customer care at **888.Nicor4U (642.6748)** to confirm that a representative has been scheduled to perform work at your premises.
- When a customer service representative contacts you by phone regarding the status of your account or to discuss payment, they will identify that they are a Nicor Gas employee.
- If you want to verify that the call is legitimate, request to have the representative confirm information about your account that only you and the company would know, including the date of your last payment, the amount of your last payment and your account number.
- Nicor Gas will never demand payment by one method such as a prepaid debit/ATM card or checking account.
- Any customer who has doubts about the legitimacy of any call from Nicor Gas, especially one in which payment is requested should call us directly at **888.Nicor4U (642.6748)**. If you feel uncomfortable and know you have an outstanding balance that needs to be resolved, hang up and call us directly.

Customers who suspect or experience fraud or feel threatened during contact with an individual posing as a company representative, should contact local authorities, and then the customer care center phone number listed on their bill. For information about natural gas safety, visit [www.nicorgas.com](http://www.nicorgas.com).

