

Fraud Avoidance for Veterans

Veterans and their benefits are the targets of many types of fraud, to include mail, telephone, and online fraud. VA is actively working to prevent these incidents, but you are the best line of defense against this criminal activity.

Here are some tips about being contacted regarding your Veterans Affairs (VA) benefits:

- 1.** If you receive correspondence from VA concerning a claim, and you don't remember filing a claim, contact VA directly at **1-800-827-1000** to confirm details.



- 2.** VA will **never charge you for processing a claim** or request a processing fee prior to releasing benefit payments.

- 3.** VA will **never ask for your personal information via email**. This includes verification of your SSN, address, and/or bank information. VA only addresses personal information via mailed letters.

- 4.** VA may check in with you by phone, email, or text message. If you are unsure about any call, email, or text, confirm details with VA directly at **1-800-827-1000**.

- 5.** VA **does not threaten** claimants with jail or lawsuits.



- 6.** **Be cautious of telephone numbers** on your caller ID. Scammers can change the telephone number (spoofing) to make a call appear to come from a different person or place.



- 7.** **When in doubt, hang up** and call VA directly at 1-800-827-1000, or call your Power of Attorney representative (DAV, VFW, etc).

- 8.** If you receive an email or letter from VA notifying you that your direct deposit information was updated, or that your eBenefits account information was updated, and you don't remember doing so — immediately contact VA at 1-800-827-1000. **Do not ignore the email or letter**. It could be your first sign that your information has been compromised.

VA



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