

SCAMS REPORT
MILTON TOWNSHIP S.A.L.T. COUNCIL MEETING OCTOBER 11, 2022

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Shell Fuel Rewards® Scam

Background: One of the ways to reduce the cost of fuel for our automobiles is to join programs such as Shell USA's Fuel Rewards. Members of the Shell program receive a savings of from 3 to 5 cents per gallon at participating stations, depending on their membership tier (e.g., gold or silver). There is no charge to become a member or to use the service.

Shell has recently issued a warning about an email scam involving their Fuel Rewards members. Although the scam has largely involved members of the Shell program, other fuel retailers have also reported their members have been victims.

How the scam works:

You receive an email that appears to originate from Shell USA. The message states the company is updating their members' accounts and requests verification of your personal information. You're told your membership in the Shell Rewards program may be in jeopardy if you fail to respond.

You're instructed to click the link in the email to access the company's website and enter the requested information. If you follow the sender's instructions, you'll be taken to a bogus website that resembles the official Shell website. Once you provide the requested information, criminals are able to steal your identity and remove money from your accounts.

In a variation of this scam, some Shell Rewards members reported they received emails stating they had won a Shell sweepstakes contest. They were told they needed to pay a small shipping and handling fee to collect their prize. They were instructed to click the link in the message and enter personal information on the site to which they were taken. If they followed the instructions, they were taken to a bogus website that resembled the official Shell website. Once they provided the requested information, their identities were stolen and money was removed from their accounts.

How to protect yourself:

- Shell will not contact Fuel Rewards members to update their account information.
- If you wish to access the legitimate Shell website or talk to an authorized Shell agent on the telephone to confirm this, use contact information you know is correct. This information can be found on a recent statement or receipt. (NOTE: To verify that a website you accessed is legitimate, look for the padlock symbol that precedes the URL in the address bar at the top of the screen. This symbol signifies the connection is secure and encrypted.)
- If you receive an email stating that you won a Shell sweepstakes contest, consider whether you entered such a contest. If you did not, it's impossible for you to be a winner. You're dealing with a scammer and should delete the message.
- If you receive an email and don't recognize the sender, delete the message. Do not send a reply.
- Do not click links or open attachments in unsolicited emails regardless of who the sender claims to be.
- Many scams are perpetrated by criminals from other countries who have a poor command of the English language. If you receive a poorly-written email from any sender with spelling and grammar errors, it's a scam, and you should delete the message. Do not click any links, open attachments, or reply to the message.
- If you are a victim of this scam, notify the following: Shell Oil Co. (www.shell.us), Federal Trade Commission (ftc.gov), the State of Illinois Attorney General Senior Citizens Consumer Fraud Hotline (1-800-243-5377), and your local police department.

(Source: Shell USA, Inc.)