**SCAMS REPORT**

**MILTON TOWNSHIP S.A.L.T. COUNCIL MEETING JUNE 13, 2022**

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**Hotel Room Service Scam**

**How it works:** You just checked into a respectable hotel after traveling for several hours and are ready to sit down and relax when you notice a room service menu under the door to your room. You haven’t eaten for a while, so you decide to check out the menu selections. You find something that appeals to you and call the number on the menu to place an order. As requested by the person taking your call, you use a credit card for payment. You’re told the order should be delivered to your room in about 30 minutes.

When your order hadn’t arrived after waiting for over an hour, you call the front desk to inquire. The receptionist connects you with room service at which time you’re told they have no record you placed an order. You login to your online bank account with your cell phone and find that several large purchases were charged to your account since you placed your room service order.

**Here's what happened:** What you didn’t realize is that the menu under the hotel room door was phony. When you placed your order and arranged for payment, you actually provided your financial information to a scammer pretending to be a room service staff member. Using the information you furnished, the scammer was able to charge the purchases to your account.

**How to protect yourself:**

* Do not order from a room service menu or give out your credit card information until you’ve confirmed with the front desk that the menu is authentic.
* When you order from a legitimate room service menu, the charge should be added to your hotel bill and paid for when you check out. Hotel guests are not typically asked to provide credit card information for room service during the course of their stay.
* If a room service staff member says you must use a credit card for payment when placing an order, hang up the phone. You’re dealing with a scammer and should not give out your financial information.
* If you are a victim of this scam, report the incident as follows:
* Notify the bank that issued the card you used. They will close your account and issue you a new card. They may also help you recover the stolen funds.
* Notify the hotel management.
* File a report with the local police department in whose jurisdiction the hotel is located.

*[Source: NY Post]*