



COMCAST / XFINITY 50% Off Deal

Scam Overview

A remarkably real sounding Comcast / Xfinity number offers you 50% off for the same service and even pays your current outstanding bill!!!

Details of the Comcast / Xfinity 50% Off Scam

The Comcast/Xfinity 50% off scam is one of the most sophisticated scams we have encountered at End Elder Fraud and is likely to fool many folks who experience it.

You will first receive a voicemail that a 50% discount offer for Comcast / Xfinity services will expire today. Call back on the 866 number to speak with an agent.

The agent will be able to confirm your:

- Telephone number (likely because they can see the number you are calling from)
- Your service address
- Your average monthly bill

They will pitch the new 50% deal referencing your current average payments. For example, if you pay \$90 monthly, your new bill will be \$45 per month with all the same services and features. You can cancel anytime.

They then say there is a "CATCH"; you must pay the total amount for a year, which will lock in the price. To sweeten the deal, they will tell you that your current payment will be waived if you have an existing payment due.

They ask you to check on the account balance in a few moments to confirm that the balance due is now zero.

During the call, they will send you a verification code they want you to read back. Afterward, they will request you to make the whole payment for 50% of your services.

Red Flag Assessment

1. Indian Accent using an American Name
2. Since I deal with scammers daily, I suspected that this was a scam, and when they asked me for my Zip Code, I gave a fake zip code, and they did not catch it
3. The Security code they send you reads:

Your Xfinity verification code is nnnnnn. Don't share this code with anyone, including an Xfinity representative. Comcast will never request this code.

The Impact of the Scam:

I've contacted the Comcast / Xfinity Team, including the Sr. Director of Customer Fraud Operations to confirm that this is a fraud.

The payment on your account was only made to convince you that you are indeed dealing with Comcast and gain your trust in making the payment. Comcast Support informed me that these payments are subsequently canceled.

At the end of the call, the scammers have:

- Your credit card information
- They have likely charged you for the one year 50% subscription
- They will continue to charge against the card
- You will still need to pay your outstanding balance on your existing Comcast Account

What To Do If You Sent Money to a Scammer

1. Comcast Xfinity confirmed that they do not offer such a program and would never request full payment over the phone; such a payment would be in the next mailed bill or via your online account
2. Change your Comcast / Xfinity Password

As mentioned at the beginning, this is one of the most sophisticated scams we have encountered, we encourage you to share this bulletin with your friends and family.

End Elder Fraud: www.endelderfraud.org
Email: support@endelderfraud.org