



How to Avoid Amazon Imposter Scams



Icons Relate to the Following:

-  **Warning**
-  **Package / Order Issue**
-  **Verify**
-  **Message Safety**
-  **Phone Safety**
-  **Payment Safety**
-  **Protection**
-  **Account Security**
-  **Recovery**
-  **Report It**

Key Points

-  Scammers increasingly impersonate **Amazon** because it's widely used and trusted.
-  Criminals send **fake order, delivery, or refund messages** to trick you into clicking harmful links.
-  Many scams create **false urgency**, claiming a problem with your account or a suspicious purchase.
-  Fake **Prime renewal notices** use inflated prices to push you to click a “cancel” button leading to a fake login page.
-  Tech-support scammers pretend to be Amazon and ask to **remote into your computer**.
-  Fake Amazon “recruiters” offer **nonexistent work-from-home jobs** and demand fees or gift cards.
-  Publishing scams target authors with **phony Amazon-related services** that charge fees but deliver nothing.
-  Caller ID can be **spoofed**, making it appear Amazon is calling when it's not.
-  Scammers often ask for **passwords, payment info, or remote access**, which Amazon never requires.



How to Protect Yourself

-  Check your **order history** in the Amazon app or website to confirm any purchase claims.
-  View messages only through Amazon's **Message Center** to verify real communications.
-  Never click links in unexpected emails or texts — type **Amazon.com** directly into your browser.
-  Know that Amazon will **never** ask you to buy gift cards, pay over the phone, or install software.



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- 📱 Use the **official Amazon app** instead of searching for Amazon in Google or Bing.
- 🚦 Slow down — scammers rely on panic and urgency to get you to act quickly.
- 🔒 Use **strong, unique passwords** and enable multifactor authentication.
- 🚫 Don't trust caller ID; hang up and contact Amazon through the app if unsure.
- 🛑 If someone asks to **remote into your computer**, stop immediately — it's a scam.

If You Think You Were Scammed

- 📞 Report Amazon-related scams at **amazon.com/reportascam** or **reportascam@amazon.com**.
- 🇺🇸 File a report with the **FBI Internet Crime Complaint Center (IC3.gov)**.
- 📞 Call the **AARP Fraud Watch Network Helpline (877-908-3360)** for guidance and support.
- 🔒 Change any passwords you shared and secure your Amazon account.
- 🏦 Contact your **bank or credit-card company** if you provided payment information.
- 🛠 Scan your device for malware if you clicked suspicious links or allowed remote access.
- 📝 Keep notes of what happened — this helps investigators connect cases.

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