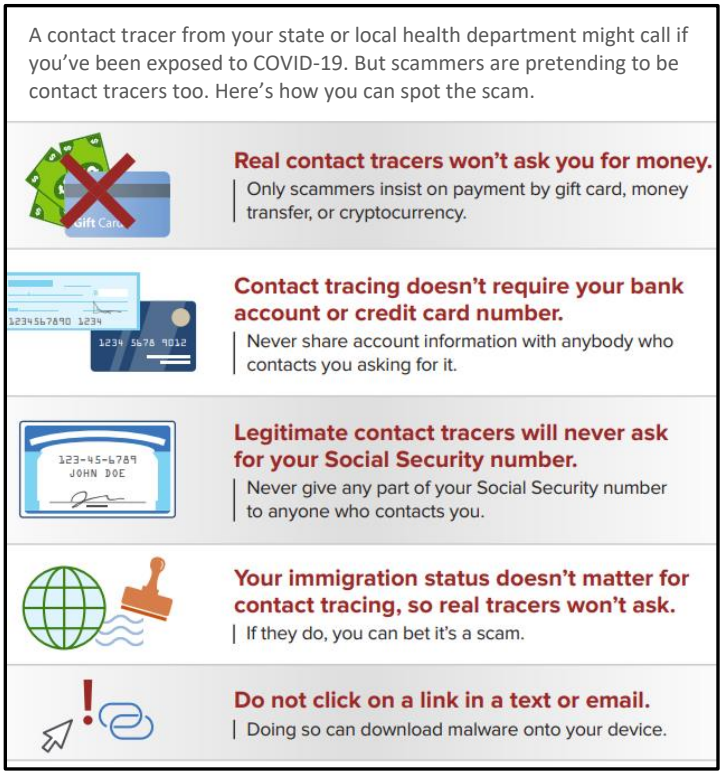
CALIFORNIA STATE THREAT ASSESSMENT CENTER

EMERGING SITUATION BULLETIN | 9 JULY 2020

(U) Scammers Exploit California's COVID-19 Contact Tracing Program

(U) ***In ongoing efforts to mitigate the spread of COVID-19, Governor Gavin Newsom launched "California Connected," the state's comprehensive contact tracing program and public awareness campaign. Malicious actors are utilizing previously seen scam tactics, techniques, and procedures (TTPs) in order to exploit California's contact tracing program and the public.***

- (U) California Connected, California's contact tracing program, is a confidential process used by public health departments to slow the spread of COVID-19. Under this program, public health representatives will telephonically interact with those who have tested positive, alert anyone that may have exposed, keeping personally identifiable information (PII) confidential. Representatives will also inquire about symptoms, offer testing guidance, and discuss next steps like self-isolation and medical care.



(U) 5 things to know about a Contact Tracing Call
(U) Source: Federal Trade Commission

- (U) Scammers are impersonating contact tracers so that they can profit from the current public health emergency. Along with calls, scammers are sending out links in text messages about fictitious COVID-19 cases. Scammers may ask for information such as, your social security number, financial information, and other sensitive information ***not*** required for authentic contact tracing.

- (U) Legitimate contact tracers may call, email, text, or visit your home to collect information. They will only send you texts or emails indicating when they will contact you and will not ask you to click or download anything. The information a legitimate contact tracer may ask you for include: your name and address, health information, and the names of places and people you have visted.

- (U) **Tips on Identifying COVID-19 Themed Scams and Reporting Resources**

    - Be wary of suspicious emails, phone calls, and text messages. Contact your local health department to verify that the call or messages are valid, think before clicking on any links, and be aware of suspicious attachments.

    - For additional information regarding California Connected or COVID-19 visit CDPH Contact Tracing, CDPH COVID-19