

Alert on Scam Phone Calls



The Department of Social Protection is aware of fraudulent phone calls and text messages claiming to be from the Department seeking personal information including your PPS number and Bank Account details.

Some scam calls begin with an automated message claiming to be from the Department of Social Protection stating your PPS number has been compromised or used in fraudulent activity.

The message then asks you to press 1 to speak to an investigator.

These calls are fraudulent

Should our staff have reason to contact you by telephone, we will never ask for your Bank details, nor request personal information from you by text message.

If you receive such a call or text -

- **Do not engage with the caller.**
- **Do not share any part of your PPS number, Bank Account details or any other personal information with them.**
- **Please hang up and end the call.**

If you have provided such information in response to a call or text that you believe to be a scam, please contact the Gardaí immediately.

Please carefully examine the web address (http) to ensure you are using official Departmental websites, www.Gov.ie/dsp and www.MyWelfare.ie

