



CRIME AWARENESS BULLETIN

Joint Base Lewis-McChord
Directorate of Emergency Services
Police Intelligence / Crime Analysis Unit

25 November 2013

Department of Veterans Affairs (VA) National Call Center



SCAM ALERT: Veterans should be aware of a marketing scam targeting callers trying to reach the Department of Veterans Affairs (VA) National Call Center or GI Bill Call Center. A marketing company has established two fraudulent numbers that differ from the two official VA call center numbers by one digit. If the fraudulent number is dialed by mistake, the answering party will offer a gift card and try to obtain personal and financial information, including credit card information, from the caller. The answering party may even transfer the caller to the VA after the caller's information is obtained. Note that VA will never ask you for a credit card number or banking information over the phone. Before giving personal sensitive information over the phone make sure you know to whom you are taking.

The numbers to be **AVOIDED** are:

800-872-1000 (the actual VA National Call Center number is 800-827-1000)

888-442-4511 (the actual VA GI Bill Call Center number is 888-442-4551)

VA has notified law enforcement authorities to address this situation, and will provide additional information and guidance as necessary.

(Source: Department of Veterans Affairs, Office of Security and Law Enforcement / Intelligence & Crime Analysis Division)