

Stay Safe from Fraud and Scams

2025 Los Angeles Fires



DEPARTMENT OF FINANCIAL
PROTECTION & INNOVATION

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Emergency situations like the Los Angeles fires create opportunity for bad actors seeking to take advantage of uncertainty and confusion. Here are some simple tips that can help you avoid becoming a victim of fraud or scams.

1. Make Sure the Sender is Legit

- **Verify information, offers, and credentials before you click** on links or call phone numbers that are emailed, texted, or messaged to you. Make sure the sender really is who they say they are first. Imposters can be very good these days at posing as your bank, insurance company, or even a family member.
- **Get information directly from public sources.** Secondhand information from people, social media, and calls from unknown contacts can be unreliable. Get help from professionals or contact public officials for more information about relief programs.
- **Know your rights.** You don't need to take action if you feel uncomfortable or uncertain.

2. Take Your Time

- **Scammers will try to make you act fast!** Be skeptical of offers that need immediate response, or threats of fines, arrests, or losing assistance.
- **Review contracts, documents, instructions, and offers carefully first** before you sign or agree to them.

3. Protect Your Personal Information

- **Limit what you share on social media and crowdfunding sites** because scammers can search for that information in order to target you.

4. Gut Check with Someone You Trust

- **Get a second opinion from a trusted person**, like a family member, friend, neighbor, or coworker. If you're feeling stressed, you could overlook clues of a scam—it can happen to any of us.



Worried that you have been scammed? Let DFPI know.

If you believe that you may have experienced frauds or scams, please contact the DFPI's Consumer Services Office at (866) 275-2677 or submit a complaint online at dfpi.ca.gov/submit-a-complaint.