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# Our family code word

Criminals can copy a loved one's voice with artificial intelligence, so recognizing the voice is no longer enough. Agree on a secret word that only your family knows and that never appears online.

## Our code word is:

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1. If someone says "It's me, I'm in trouble," do not say a name. Ask: **"Who is this?"**
2. Ask for the code word. A real relative will know it. A scammer will not.
3. Do not send money during the call.
4. **Hang up and call your relative directly** on the number you already have.
5. If you cannot reach them, call a parent, a sibling or another family member.

**Tip:** choose a word that is easy to remember but impossible to guess. Avoid birthdays, addresses and names that can be found online.

### Cut out and keep in your wallet or by the phone

**FAMILY CODE WORD**

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1. Never say a name first: ask **"Who is this?"**
2. Ask for the code word.
3. Hang up and call back on the number you already have.

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From **Spot the Scam**, the complete large print guide for seniors (Big & Clear Guides, Olimpia Pubblicazioni). Free to print and share.

General information, not legal or financial advice.