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FOR IMMEDIATE RELEASE

Scammers/Spoofing Phone Calls

Schertz, TX (2/5/2025) – The Schertz Police Department has experienced an inordinate number of citizens calling Dispatch Services due to a missed phone call. The police department has not made such calls and wants to warn our community members about such scams. Scammers will spoof a number so that the caller ID shows the police department, and in this instance, they are using the Schertz PD non-emergency number of 210-619-1271. Schertz PD posted a previous News Release back in August of 2024 regarding scammers spoofing law enforcement numbers. Again, we would like to remind the public that they should not be intimidated into providing personal details or financial information, but simply to hang up. If in doubt, citizens can call the Schertz PD and make a direct inquiry with the police department.

Impersonating an Officer / Fraud Alert “Phone-Spoofing Scam” SZPD-2024-01725

Schertz, TX (8/8/2024) – On August 8, 2024, the Schertz Police Department initiated a report regarding a citizen who received a phone call from someone claiming to be a U.S. Border Patrol Agent and a Schertz Police Officer. Both phone numbers used reflected the Schertz Police Department number and U.S. Border Patrol number. The caller informed the citizen that his identity had been compromised, and they needed to get online and fill out a form with their personal information. A variation of this type of scam is to threaten the victim with arrest unless the pay right away for an outstanding warrant.

Callers often will use the names of actual agents, deputies, or police officers, and they will disguise their phone number to make it look like they are calling from a local, state, or federal law enforcement agency. This practice of disguising the caller ID is known as “spoofing.”

Police Chief Jim Lowery stated, “Although scammers can be very convincing, the best way for someone to protect themselves from these scams is to simply hang up. Don’t be intimidated into providing personal details or financial information. Real officers are not going to ask for that type of information over the phone.” Anyone who has been the victim of a scam should notify their financial institutions and report it to their local police department. The Schertz Police Department can be reached at 210-619-1200.

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