

Ameren Social Media Scam Toolkit

A Resource for Community Partners

Purpose

The **Social Media Scam toolkit** provides messaging and resources for organizations, agencies and others to assist in communicating to Ameren Missouri customers about possible scammers who could be contacting them. The messages are intended to raise awareness and engagement among the most vulnerable and often targeted customers. These are intended to be used as a starting point and can be edited as the organization sees fit for their respective channels. Organizations can always gather more information through Ameren.com/Stop-Scams.

Social Media Messages

Facebook

- ❖ Scams continue to get more sophisticated. Don't trust someone who calls or visits you and asks for a pre-paid money card, debit card or banking information. If you believe that you've been scammed, then call your local police department.
- ❖ Utility scams are on the rise in our area. Don't trust someone who calls and demands immediate payment over the phone or they will shut off your power. If you're suspicious, check your billing information on AmerenMissouri.com.
- ❖ Be aware of scams. Someone who is posing as an @AmerenMissouri representative is contacting customers and demanding immediate payment, or they will shut off your power. If you suspect you've been scammed, call your local police department.
- ❖ Be sure to recognize the signs of a possible utility scam. Don't trust someone who contacts you and demands a prepaid money card, debit card or banking information. If a call or email is suspicious, check your information on AmerenMissouri.com.
- ❖ Stay aware of scammers pretending to be utilities. Get more tips and resources around these scams at Ameren.com/Stop-Scams.

Twitter

- ❖ Utility scams are on the rise in our area. Don't trust someone who calls and demands immediate payment over the phone, or they will disconnect your power. If you're suspicious, call your local police department.
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- ❖ Scams are getting sophisticated. Don't trust someone who calls and demands immediate payment over the phone or they will shut off your power. If you're suspicious, check your account at AmerenMissouri.com.
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