

DON'T FALL FOR FRAUD CALLS



Do **NOT** give out personal information over the phone unless **YOU** initiated the call.

REMEMBER:

Santee Cooper Will Never...

- 1 Request banking information over the telephone unless you initiated the conversation.
- 2 Ask for credit card information unless a security deposit is required for a new service account.
- 3 Call you and demand payment of any type over the telephone.
- 4 Email or text you demanding payment.
- 5 Make any forceful demands for immediate payment and threaten to terminate your service.
- 6 Leave a message threatening termination of service if you do not immediately return our call.
- 7 Never specifically ask you to pay your account balance with a prepaid credit/debit card.
- 8 Never threaten to appear at your business or residence to demand immediate payment.

If you receive a call claiming to be from Santee Cooper and feel pressured for immediate payment or personal information, hang up the phone and verify it is us by calling

1-800-804-7424.