How to:

Spot, avoid, and report scams claiming to be from Oregon DMV.

The Oregon DMV will never ask you for personal information such as your driver's license number, Social Security number (SSN), or date of birth through an unsolicited text or email.

Scammers impersonate the DMV to trick you into giving them personal information or money. A DMV text scam is when fraudsters send fake SMS text messages ("smishing") to get you to click on a link and provide personal information or send money. A DMV email scam ("phishing") will ask for the same types of information as a smishing text.

If you receive a text message claiming to be from the DMV alerting you of an urgent matter, delete the text message. For example, the text may claim that your driver's license is going to expire or that you are owed money due to overpayment.

Depending on the scam, the text will pressure you to:

► **Click on a link.** It may take you to a phishing site designed to steal your information or download malware that gives scammers access to your device.

► **Call the scammers** so they can continue the scam over the phone ("vishing").

► **Reply with sensitive information** to "verify" your identity, such as your driver's license or SSN.

SPOT Does the DMV contact you through text or email?

Yes, the DMV offers secure online services and sends text or email messages in some instances, but they are never unsolicited, and the messages never include personal information verification links.

DMV texts or emails are based on an action initiated by the customer. For example, customers may receive an appointment reminder or cancelation notice by text or email from the DMV. Also, when a customer establishes a DMV2U account with the Oregon DMV a security code may be sent by text or email to establish verification.

Oregon DMV recommends customers ignore or delete texts or emails requesting personal information claiming to be on behalf of the DMV.

OregonDMV.com is the official website for the Oregon DMV. The official site has the domain listed as ".gov," which indicates you are on the official site.

AVOID
How to recognize an official Oregon website.

.gov

Official websites use .gov

A **.gov** website belongs to an official government organization in the United States.

Secure .gov websites use HTTPS

The indications of a safe connection look different depending on your browser. Using Google Chrome, the tune icon ( ) will appear, while for any other browser, a lock icon ( ) or **https://** means you have safely connected to the **.gov** website.

REPORT
Contact us, report phishing attacks.

If you receive a smishing text or phishing email notify the DMV Fraud Prevention Team by phone **503-945-8946** or send an online report by visiting **oregon.gov/odot/dmv/pages/contact_us.aspx**.

DMV
DRIVER & MOTOR VEHICLE SERVICES