

BE ALERT! AVOID LICENSURE-RELATED SCAMS

Beware of any call, text, or email requesting immediate payment or personal information in relation to a professional registration (license). If you are contacted by an individual claiming to represent the Oregon State Landscape Architect Board (Board), here is some information to help you identify whether it is a scam:

The Board (and its representatives) will NOT:

- Ask for personal financial information to be provided over the phone, by text, or email. If someone claiming to be from the Board is asking you to provide a credit card number, bank account number, full social security number, or other sensitive information in these ways, do NOT respond. Note that Board staff may ask for limited personal identification details if you call the Board office to request a change to the personal information on file with the Board. This is so staff can be certain the change is legitimate and authorized.
- Ask for or take payments over the phone. For security purposes, Board staff are not allowed to take any kind of credit card payment by phone. Credit card payments are only accepted through secure online applications, which are accessed through the Board website and its Thentia Cloud portals.
- Demand immediate payment to avoid extra fines or on fees that are not yet due.
- Offer to accept any kind of prepaid cards or gift cards or ask that you wire funds.
- Threaten to take disciplinary action unless payment is made immediately or offer to alter a disciplinary order that has already been entered by the Board.

The Board (and its representatives) WILL:

- Send automated registration renewal notices by email using the email you have on record with the Board. These will come from the Board's Thentia Cloud system. These emails will come from no-reply@thentia.com or no-reply@thentiacloud.com.
- Accept credit card payments via secure online applications accessed through the Board website and its Thentia Cloud portals.
- Respond to your emails and phone calls to the Board office.

If you ever question whether a communication you received is legitimately from the Board, do NOT provide the requested information and instead contact the Board by phone at (503)-589-0093 or by email at oslab.info@bgelab.oregon.gov for assistance.

You can also report potential scams to the Oregon Dept. of Justice Consumer Protection at 1-877-877-9392 or online at <https://www.doj.state.or.us/consumer-protection>.