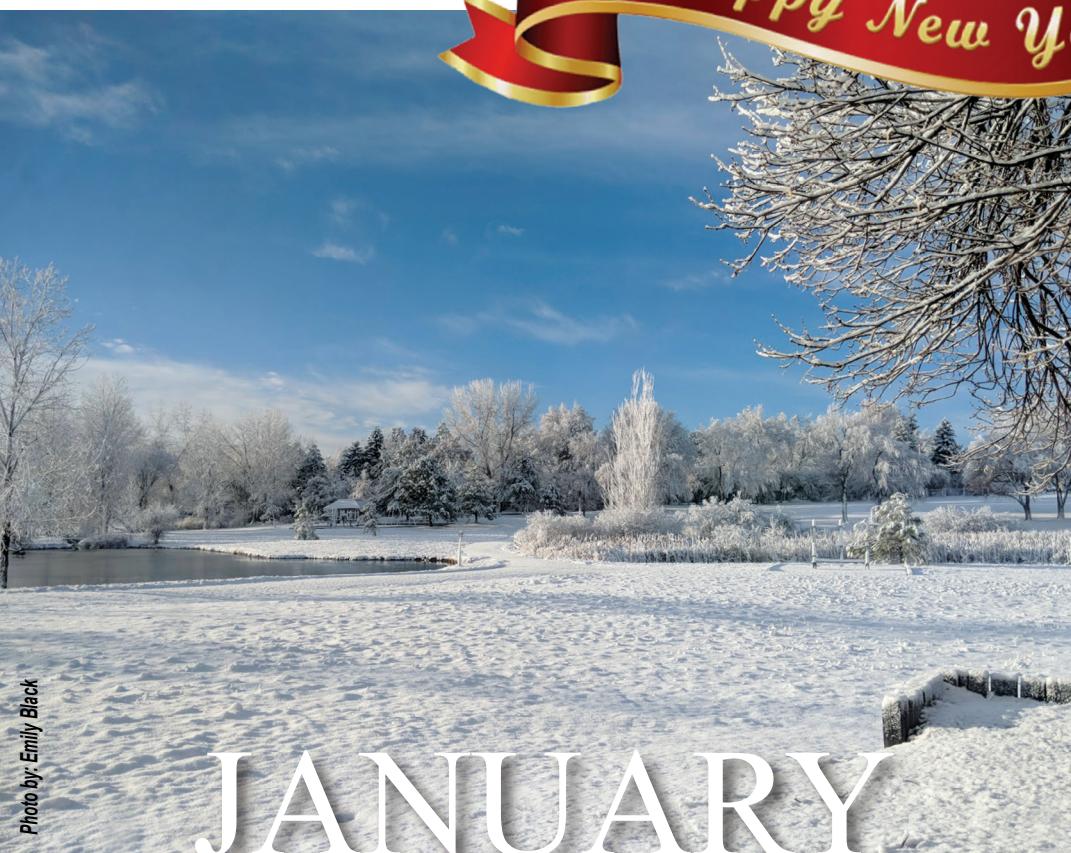


the VILLAGE CRIER

January 2021 Newsletter



Happy New Year



JANUARY

PTRC WOULD LIKE YOUR FEEDBACK

The Parks, Trails, and Recreation Commission (PTRC) is considering changes to the Municipal Code regarding the use of motorized vehicles on trails, particularly regarding E-Bikes. The Municipal Code currently prohibits all motorized vehicles (including e-bikes) on all trails within the city. The Commission began their discussion at the November meeting and expects

it to continue through the next few meetings. At the next monthly meeting on **January 14th**, the Commission will continue to learn about various options for amendments to the code. The Commission would like to specifically invite public comment at the **February 11th** meeting, scheduled for 5:30pm.

All meetings are currently held

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Anne Marie Martinez / amgraphix1@gmail.com

virtually. To speak at the meeting, please sign up in advance by emailing Parks and Recreation Coordinator Emily Black at ebblack@cherryhillsvillage.com by 5pm the day of the meeting. Written comments are also welcome in advance (sent to the same email address). Written comments can be shared with the Commission by email or read during the meeting if you prefer. Agendas and packets are posted the Friday before each meeting on the city website at www.cherryhillsvillage.com/agendacenter. City meetings are live-streamed and recorded on the city website at www.cherryhillsvillage.com/MeetingVideos. To receive email notifications when new agendas are posted go to www.cherryhillsvillage.com/NotifyMe.

DENVER WATER 2021 RATE INCREASE

The new rate system for Denver Water will take effect January 1st. The City of Cherry Hills Village has a total service contract with Denver Water. Most residential customers that have a 3/4-inch meter, will see an increase of between \$0.33 to \$16.46 per month in 2021. According to Denver Water's website, in response to the economic consequences of the COVID-19 pandemic, their rate increase was scaled back to cover only what is required for their new Lead Reduction Program. More information regarding the Lead Reduction Program and to see if your home could have a lead service line, you can visit: <https://www.denverwater.org/your-water/water-quality/lead/what-is-lead-reduction-program>.

Money from the rate increase will help fund major projects like the Lead Replacement Program, the construction of a new state-of-the-art treatment plant, installation of an 8.5-mile water pipeline and the Gross Reservoir Expansion.

For more information regarding water rates, you can visit Denver Water's website at: <https://www.denverwater.org/education/blog/new-water-rates-be-slightly-higher-2021>.

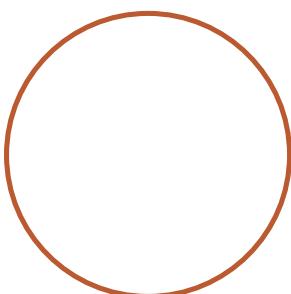
The 2021 City of Cherry Hills Village TREE PLANTING PROGRAM

TREE RESERVATIONS BEGIN AT THE END OF FEBRUARY!!!

The City of Cherry Hills Village is pleased to announce that the 10th Annual Tree Planting Program is right around the corner. There is a maximum of two trees per household. This program is for Cherry Hills Village residents only. All tree pricing and descriptions will be posted on the City's website (www.cherryhillsvillage.com) by the end of February along with the tree order form.

Trees offered will be available on a first come first served basis –
SO REGISTER EARLY!

For more information, please call (303) 783-2744 or email Pamela Broyles at pbroyles@cherryhillsvillage.com.



DOG LICENSE RENEWAL...

Register and Pay Online...

It's Quick and Easy

The Cherry Hills Village Municipal Code requires every resident that owns a dog six months of age or older to obtain a City dog license. Licenses are valid for the calendar year and must be renewed annually. Dogs are required to wear the license any time they are off their own property and a rabies vaccination is required to obtain the license. A dog license helps reunite lost dogs with their owners, allow Animal Control Officers to regulate dangerous dogs and encourage dog owners to vaccinate their dogs against rabies.

Residents can obtain a dog license online at www.cherryhillsvillage.com; the cost is \$10.00 for every dog over six months of age, per year. Click the button on the right that says "Pay and Register Online" and then click the dog license link to complete the dog license application. Once the dogs have been registered and the payment has been processed, the Cherry Hills Village Police Department will mail the tag(s) to the address that was provided. Dog licenses are also available in person at the Joint Public Safety Facility located at 2460 East Quincy Avenue, Monday-Friday from 8:00-4:30 p.m. For questions regarding the dog licenses, you can contact (303) 761-8711 or email doglicensing@cherryhillsvillage.com.

* 1. Overall, how satisfied are you with the Public Works street operations (i.e. road conditions, repair and maintenance, signs, paint, etc.)?

- | | |
|--|---|
| <input type="radio"/> Very satisfied | <input type="radio"/> Somewhat dissatisfied |
| <input type="radio"/> Satisfied | <input type="radio"/> Dissatisfied |
| <input type="radio"/> Somewhat satisfied | <input type="radio"/> Very dissatisfied |
| <input type="radio"/> Neither satisfied nor dissatisfied | |

PUBLIC WORKS RESIDENT SATISFACTION SURVEY REMINDER

As part of the Public Works and Finance accreditation process, the City has put together a resident satisfaction survey in an effort to measure areas of improvement. The survey will be available until the end of January. If you haven't completed the survey, the City is asking all residents to consider taking a few minutes to complete it. Residents can complete the survey online at <https://www.surveymonkey.com/r/Q5J9HGB> or by going to the City's website at www.cherryhillsvillage.com and clicking on the Public Works & Parks Department Resident Satisfaction Survey link. The Public Works & Finance Departments thank you in advance for your participation.

babysitter's list...

The Crier offers the following list as an informational service only. The Crier does NOT review babysitter qualifications. Residents must screen babysitters themselves.

- * Indicates pet and plant care
- Indicates the babysitter can drive
- ** Indicates housesitting
- + Indicates Red Cross babysitting certified
- ▲ Mentor in Education

Arianna Aalami+ * 917-334-9673
Sophia Antonopoulos* 720-296-8091
Ellie Bauer 303-808-5185
Bridget Brown+ 303-765-4470
Emerson Damiano+ * ** 303-918-8402
Chelsea Davidson 303-520-9727
Maryanna Deline+ * • 720-448-6097
Anjali Devagupta * ** 303-639-6110

Jessica Diamond 303-692-9475
Isabella Diamond 303-692-9475
Kristin Douglass 303-762-0080
Kate Duymelinck+ * 720-539-9529
Lizzie Elliott+ * ** 720-550-3777
Sibel Fite* 720-568-0880
Jayne Fraser+ * • 720-556-2240
Jessica Garofalo+ * ** 720-431-1651
Abby Goodrum+ * 303-475-0979
Emma Goodrum+ * 303-475-09792
Isabel Gutrich+ * • 303-909-2086
Presley Harding+ * ** • 720-984-9600
Caroline Hashimoto+ * 303-321-6155
Stone Heyman* 303-809-8791
Nicole Honnen* 303-819-4841
Tylor Hopkins* 720-300-4625
Alexa Huguez+ * 720-244-4034
Lauren Huttner+ * 303-759-2054
Lexi Levin+ * ** 720-375-5506
Emily Markenson+ * 303-917-6138
Rachel Markenson+ * 303-917-3727
Emily Markenson+ * 303-917-6138

Rachel Markenson+ * 303-917-3727
Emily Matthews* 303-781-6777
Will Matthews* 303-781-6777
Aydan Metsch+ * 720-483-0527
Katie Mullen 303-803-8150
Claire Murphy* 307-351-9172
Emma Murphy+ ** 307-359-5380
Molly Murphy+ ** 307-359-2404
Eleanor Nielsen+ ** • 720-884-7727
Lexi Pavlakis 303-761-6183
Elizabeth Schwartz 303-886-7431
Sarah Shelton+ * 720-476-9643
Sander Sveen* 303-761-7757
Caitlin Vickers+ 303-756-3266
Margaret Vogelpohl+ * 303-320-0546
Annabel Wall 303-765-0620
Sloane Wehrman+ * ** 303-870-6269
Davis Woodruff+ * ** 720-448-9330
Emory Woodruff+ * ** • ▲ 303-717-1904
(mentor in education)
Kingsley Woodruff 720-326-7429
(pet allergies)

Gabriella Zane* 781-513-6451
Caden Zimmerman 303-733-9199

Please help us by updating your son, daughter or neighbor's information if the sitter listed is no longer available or has moved. You can send the updated information to Jessica Sager at jsager@cherryhillsvillage.com. A special "thank you" to those of you who have already contacted The Crier with updates.

In an effort to protect the privacy of our babysitters, the Crier will only print names and phone numbers in the listing going forward. We apologize for any inconvenience this causes.

ANNUAL & FALSE ALARM PERMITS

The Cherry Hills Village Police Department will be mailing security alarm permit invoices towards the end of January. All alarm permits can be paid on the City's website at www.cherryhillsvillage.com using a checking account or any type of credit card. Click on the "Pay & Register Online" button to the right and select the Sewer or Security Alarm Invoice link. Instructions for paying the permit will also be printed on the invoice. If you have set up your Xpress Bill Pay account as an "auto pay account," you will receive a notification that an invoice is ready. Xpress Bill Pay will automatically debit the payment type that was originally attached to the account so you will not need to respond to the invoice, it is for informational purposes only. For any questions regarding the 2021 invoices or if you would like assistance setting up an Xpress Bill Pay account, you can email Jessica Sager at jsager@cherryhillsvillage.com or call (303) 783-2730.

Security alarm systems can help prevent burglaries; however, false alarms divert police resources from other important duties. Most false alarms can be prevented through both the proper maintenance and careful operation of the alarm system. In

order to promote the responsible usage of alarm systems, the City of Cherry Hills Village Municipal Code (Chapter 6, Article IV) regulates the operation of security alarm systems.

The key provisions of the Code are as follows:

- An annual security alarm permit is required to use a security alarm system. The fee for this permit is \$25.00.
- The City Code establishes the following false alarm response service charges:

RESPONSE CHARGES ARE PER CALENDAR YEAR

First Response – No Charge

Second Response – No Charge

Third Response - \$100.00

Fourth and Subsequent Responses - \$200.00 each response

- It is unlawful for an alarm to be in use without a valid permit. Violation of the City Code could result in the user being cited into Cherry Hills Village Municipal Court.

If you receive a security alarm invoice, but you are no longer using the security alarm system, please email Police Clerk, Terri Littleford at tittleford@cherryhillsvillage.com the following information so your account can be deactivated:

- The homeowner's name
- Mailing address
- Customer number

(not the invoice number)

RECREATION REIMBURSEMENT REMINDER

Remember to submit your recreation reimbursement receipts for 2020. The deadline for submitting your 2020 recreation receipts is **January 15th**. There will be no exceptions to the January 15th deadline and it is the resident's responsibility to ensure recreation reimbursements are received by the City by the deadline.

Residents can drop off their reimbursement submittals or mail them to:

City Hall
2450 East Quincy Avenue
Cherry Hills Village, 80113

(Please make sure to apply enough postage, submittals that arrive with postage due will not be accepted.) **City Hall is still closed to walk-in traffic, but there is a recreation reimbursement drop box near the front entrance of City Hall.**

Recreation reimbursement forms and receipts can also be faxed to Pamela Broyles at (303) 761-9386 or emailed to pbroyles@cherryhillsvillage.com. Please visit www.cherryhillsvillage.com for further information about the program or contact Pamela at (303) 783-2744 with any questions.

Cherry Hills Village Municipal Court WELCOMES NEW CLERK



In November, the Cherry Hills Village Municipal Court welcomed Jason Johnson as the new Municipal Court Clerk. Jason is originally from a small town in Nebraska. He played high school and college basketball and ended his career at Metro State University where he was a member of the 2000 Division II National Championship team. Basketball gave him the skills to work well in a team environment. It also taught him about hard work, leadership, and the ability to work with people to achieve the same goal.

Before working for the City of Cherry Hills Village, Jason worked for the State of Colorado as a Probation Officer and Supervisor for 18 years. He worked in four different Judicial Districts covering metro and rural communities. His responsibilities included facilitating success for clients directly sentenced to probation supervision from the Courts. Probation supervision is driven by evidenced based practices which prove to provide the best strategies for effective intervention and success.

When not at work, Jason enjoys spending time with his wife and two young boys. They enjoy hiking, playdates with the boys, and being in the moment no matter what they are doing. Through a pandemic, he has learned to be grateful for what he has, slow down, enjoy any experience, and be excellent to each other.

MAYOR'S REPORT

Happy 2021!

This year a major focus of the Colorado General Assembly will be to consider proposals to clarify the Enhanced Law Enforcement Integrity Act, SB 20-217, which was conceived, drafted, and enacted last summer in record time by the Colorado General Assembly in response to George Floyd's death.

The Act contains many sweeping changes to public safety law. Among other things, the Act: (1) creates a new civil cause of action against peace officers who violates a citizen's right protected by the Colorado Constitution; (2) holds cities and counties liable for all civil damage judgments for which peace officers are liable; (3) requires body-worn cameras for all city and county peace officers by July 2023; (4) mandates that all peace officer "contacts" be reported to the Colorado Department of Public Safety; and (5) requires that peace officers certification to work be revoked if the peace officer fails to complete required training, uses unlawful force, or fails to stop another officer's unlawful use of force.

This legislative session, the Colorado Municipal League will propose clean-up amendments to the Act including:

Support legislation that places a cap on damage awards against municipalities. Local and state governments generally cannot be sued unless they agree to be sued. Where a government consents to be sued, as for specific types of tort claims, there is generally some limit on municipal taxpayer's liability. This Act, however, does not limit the potential liability of cities and counties. Our Village's annual revenues are just over \$11 million; a single verdict against one of our officers could exceed all Village reserves and assets. Insurance carriers



will not be eager to insure against an unlimited risk and will likely raise premiums and/or limit coverage. The risk is so significant that the General Assembly in the Act exempted state peace officers from liability because of the potential impact on the state budget.

Support legislation to provide funding to cities to provide body cameras.

The Act requires the Village, by an unfunded mandate, to issue body-worn cameras to its officers by July 2023, and Village officers must activate the cameras when responding to a call for service or during interactions with the public. Cameras are a small part of the overall cost. The biggest expense will be operational – the time our officers must spend after every shift to download and file the digital recordings of interactions, and the staff time and expense of maintaining, redacting (to protect privacy), storing, and producing recordings when requested.

Support legislation that narrows the definition of "contacts" for purposes of data collection. The Act requires peace officers to have a legal basis for all citizen "contacts" and instructs all peace officers to log and report all citizen contacts. Counties and cities must forward this contact data to the Colorado Department of Public Safety, which will prepare annual reports. The term "contact" is not defined by the Act. Is any conversation with a resident on the street or in his/her home a "contact"? Or are "contacts" limited to situations where a peace officer believes there is probable cause to make an arrest or conduct a search? Without a clear definition of a "contact," the data collected by the state will be useless.

Support legislation that provides due process protection for peace officers before they are decertified by the Colorado Police Officer Standards and Training Board. A key provision of the bill provides that peace officers will be decertified and terminated from employment if the P.O.S.T. Board determines that an officer used unlawful force, failed to intervene when another officer uses unlawful force, or failed to complete state-required training courses. This eliminates many due process protections that peace officers secured through collective bargaining or contact negotiations with cities and counties. CML and peace officer organizations support basic procedural due process protections, such as an opportunity to be heard and call witnesses, before peace officers may be decertified by the P.O.S.T. Board.

Support legislation that confines municipal and county liability to those circumstances involving the use of force. Prompted by the death of George Floyd, the legislative debate focused exclusively on measures to curb the use of excessive unlawful force. But as enacted, the Act authorizes legal suits against counties and municipalities for violations of all rights protected by the Colorado Constitution, not just those related to excessive force. Many constitutional rights (speech, press, and religion for example) have nothing to do with peace officer and citizen interaction.

Our City Hall remains closed to walk in visitors, so my regular Monday office hours are suspended until the State Health Department lowers the risk level for COVID-19 transmission. Residents can still reach me anytime at rstewart@cherryhillsvillage.com or 303-607-3688.

WISHING EVERYONE A HAPPY AND PROSPEROUS 2021.

Russell

Crier Classifieds

The Village Crier advertisements will be provided for a fee to both Village residents and advertisers outside the Village. Ads should be limited to 40 words and may be purchased for the entire year. Publication of the ad in The Village Crier does not imply endorsement. The Village Crier reserves the right to reject ads. To inquire about placing an ad call (303) 783-2730 or email jsager@cherryhillsvillage.com.

Categories

Contract Work/Handyman
Education
Events
Gardening/Landscaping
Health and Wellness
Music/Instrument/
 Education/Repair
Painting
Pet Services/Accessories
Professional Services
Real Estate
Tech Help/Services
Wildlife Service/Removal
FOR RENT
FOR SALE
WANTED
ESTATE SALE

ADVERTISE in the next Crier Classifieds

Email your information to
Jessica Sager at
jsager@cherryhillsvillage.com

Deadline: January 15

Contract Work/Handyman

A+ RATED BBB ROOFER – High Impact Roofing & Exteriors, 720-515-4672 or info@highimpactco.com. Free estimates on asphalt, shake or more. highimpactco.com

BLUE SKY PLUMBING, HEATING, COOLING & ELECTRICAL – 4th generation, family owned and operated, licensed and insured. Furnace and boiler tune-up, water heaters, plumbing repairs, hot tub installation and whole-home air purification. Mention this ad and we will waive your dispatch fee 720-253-1716 [https://blueskyplumbing.com/](http://blueskyplumbing.com/)

CLEARVIEW WINDOW WASHING

is an insured, owner-operated company that has been in business since 1996. References available. Call or email today for a free estimate. Pat Gerlits 303-692-0620 or pgerlits@comcast.net

RODGER THE WINDOW WASHER

You won't find anyone better. Someone your friends and neighbors trust. Policy information for liability, medical, disability and auto insurance supplied with all bids. Call Rodger with any questions or just to say "hello" 303-474-4494 or email rodgerboggs@outlook.com

Education

FIRST PLYMOUTH LEARNING CENTER has openings for the 2020-2021 school year. We accept children 15 months-5 years old. We have added many new options. We are located on the corner of Hampden and Colorado. Call 303-762-9355 for information or visit fplc.org

MATH TUTORING - For over thirty years and a decade online, my private students have earned the highest grades at School 7-12 and top SAT & ACT scores. Please visit perdocere.com to learn more and read hundreds of parent and student testimonials with prominent named validations. Dr. George, 833-MATH-833.

Gardening/Landscaping

ABSOLUTELY BEAUTIFUL, LOW COST PERENNIAL FLOWER

GARDENS – Our natural landscaping combines wildflowers with other beautiful xeriscape plants that grow all over Colorado. So many beautiful flowers are a magnet for hummingbirds, butterflies and people. Jerry's Wildflowers 720-275-5599 or jerryswildflowers.com

FAIRBAIRN TREE & LANDSCAPE SPECIALISTS - Designing, building & maintaining landscapes in CHV since 1993. Call for a free consultation 303-722-5043.

MAPLE LEAF LANDSCAPING, INC. - Full Service Landscape Company: lawn care, garden maintenance, irrigation installation & repair.

Hardscape & Design Construction

Projects. Free estimates, call Darwin Wasend at 720-290-8292. Serving CHV since 1999. ALCC & BBB MEMBER.

Music/Instrument

Education/Repair

PIANO TUNING AND REPAIR.

CHV resident with many years of piano tuning experience. Tuning performed with the ears of a musician. Repairs performed with the hands of a surgeon. Registered Piano Technician—Piano Technicians Guild. Call Art Heller 303-947-8834.

Pet Services/Accessories

ANIMALS LIKE ME – Energetic dogs at home? Do your pets need exercise? I can help! Pet walking, pet sitting or housesitting. Insured, bonded and first aid certified. CHV references available. Call Lana 303-898-0479 or lksppear@comcast.net

DOG GROOMING - MOBILE - I COME TO YOU - THE POOCH

MOBILE DOG WASH - All breeds, large or small, welcomed and loved. Pooch Mobile is fantastic, low stress for both you and your dog(s). You'll love it! Please call Robert anytime at 720-480-1560.

Professional Services

PERSONAL TRAINING - In Home & Gym Training specializing in Fitness & Weight-loss, Injury Management & Prevention, Transitioning from Physical Therapy, Holistic Nutrition, Sports Performance, Outdoor Exercise & Guided Hiking. Ian Scruggs MA, ATC, LAT, CSCS, PES <https://healthnaturalfitness.com> scruggs.ian@gmail.com 203-982-6063.

SENIOR PLACEMENT – We help families through the entire process to find the most suitable senior living community. Independent Living, Assisted Living, or Memory Care. Our services are free to families. Please contact Betsy Huguez. 303-886-6749. Betsy@hoyerseiorplacement.com

cherryhillsvillage.com

THE ANTIQUE TRADER

since 1965. Fair market value and insurance appraisals. Estate appraisals and estate sales. Purchasing: Native American jewelry, costume and fine jewelry, silver and gold, art and objects of virtue. jack.wartell@gmail.com 303-722-6098 & 303-919-5673 antiquetraderappraisals.com

Real Estate

CALL FOR A CONSULTATION about real estate in Vail or Beaver Creek. I grew up near you, have helped many of your neighbors and understand the power and excitement of owning a home in the Vail Valley. Jamie Salyer 970-445-0882, BeaverCreekSkiHomes.com, Jamie@slifer.net

Wildlife Service/Removal

ANIMAL DAMAGE CONTROL for wildlife problems of all sizes. Licensed and insured. We have been servicing Cherry Hills Village for over 28 years. Professional, ethical and humane, we don't use gasses, poisons or pesticides. 303-884-9100, wildlifedamage.com or adcwildlifespecialist@gmail.com

GOOSE PATROL AT JOHN MEADE PARK

With the redevelopment of John Meade Park, a common question from residents (and City Council) has been what to do about the geese?

After geese ate the first round of newly planted grass in the park, it became a pressing question for the City's contractor as well. Staff has considered many options in the past, including coyote decoys, sound control, or even special lights that claim to disrupt goose sleep patterns.

One strategy that hadn't been tried was a dog service. These companies provide specially trained dogs, usually border collies, to chase the geese off a property. The dogs are trained not to attack or harm the birds. The handler brings the dogs daily, at varying times, to eventually teach would-be resident flocks of geese that this is not a friendly habitat.

HPM, Inc., the contractor for John Meade Park, hired goose dogs to keep geese out of the park as much as possible while the grass became established. So far, it has proven to be fairly effective! Migrating flocks might still land in the park, but we are not seeing the large numbers of non-migratory geese filling the ponds and grass areas as they've done in the past. The City plans to continue the service through 2021 to protect the investment in the new park vegetation and keep it clean and useable for visitors. For questions about the new park, please email eblack@cherryhillsvillage.com.

PHOTOS WANTED!

The Village Crier is looking for photos of Cherry Hills Village for the front cover!

If you have a scenic photo you would like to submit, you can email it to Jessica Sager at jsager@cherryhillsvillage.com. When you email the photo, please provide the name of the person that took it so proper credit can be given. Please send a large, original, jpeg file so it can be sized accordingly. By submitting the photo, you are providing permission for the Village Crier and the City of Cherry Hills Village to use, re-use, publish and re-publish the image in whole or in part, in any medium (including electronic web site media and social media platforms) for City public relations, promotion and advertising without any monetary gain or compensation. The Village Crier reserves the right to reject any photo that is submitted due to content or quality.

Cherry Hills Land Preserve is partnering with PPAN and University of Denver to do a pilot study to collect, and ultimately share the results of actions large and small across the community.

Our goal is to realize the overall health and population numbers of native bee species with the goal of increasing the population over time.

Accept the challenge with us.
Go to our website to learn about how you can be a part of it today.

cherryhillslandpreserve.org



CHERRY HILLS LAND PRESERVE

LEARN | EXPLORE | PROTECT

CHERRY HILLS VILLAGE
2450 East Quincy Avenue
Cherry Hills Village, CO 80113

PRSR STD
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DENVER, CO
PERMIT NO. 331



the VILLAGE CRIER

www.cherryhillsvillage.com

Phone: 303.789.2541
Fax: 303.761.9386
Police: 303.761.8711
email: village@cherryhillsvillage.com

JANUARY 2021 Newsletter



Amazon Customer Support Scams

CONSUMER ADVISORY

Scammers are pretending to be Amazon workers and contacting people claiming there's a problem with their accounts or orders.

Why?

To steal personal and financial information, extract money from you or to gain access to your computer.

WHAT WE ARE SEEING

More and more people and businesses are receiving calls and notifications from individuals claiming to be with Amazon customer support or Amazon security services. Use caution and don't be fooled by phone calls about problems with your Amazon account; these communications are typically not what they seem.

The current pandemic has been a catalyst for surging online sales and deliveries. We also are experiencing the 2020 Holiday Season. Our purchase behaviors, selections, and frequency of orders are very different than previous years. Many households are receiving multiple online deliveries each week. So why would a phone message or email from Amazon seem so unusual? After all, Amazon is huge corporation, used by a large segment of the population, and carries a widely known and well-established brand. Much like government impostor calls, these solicitations may appear credible on the surface.

Typical Messaging

The consumer receives a call or message from someone claiming to be with Amazon customer service indicating that some degree of suspicious activity has been documented on their Amazon account. Messages are being received through phone calls and messages, emails, texts, and even through Messenger (Facebook).

Messages and Activities May Involve:

- Potential security breach
- Fraudulent charge(s)
- Unfulfilled order
- Lost package
- Order confirmation
- "Your Amazon Account Is Locked - Order Is On Hold"

Red Flags - Instructions Given by Scammers

- Message leaves a callback number. Do not trust a phone number provided in a message as the number is fake and not tied to Amazon. Numbers are often spoofed.
- An email or text is sent, which provides a fraudulent number to call or provides a website link to a phony Amazon website.
- If the consumer responds, scammers will then ask for a login and password, credit card information or may request remote access to the consumer's computer to solve the fake problem.
- The scammer may tell the consumer to go to unusual sites, enter codes or other information, make odd purchases or charge a fee.
- If computer access is gained, the scammer can potentially access bank accounts, passwords, and other sensitive information, as well as install malware.



NEGATIVE CONSEQUENCES

Regardless messaging method, the ultimate motive is to obtain the consumer's personal and financial information. Scammers have been successful in obtaining social security numbers, sensitive banking information, driver's license numbers, credit card information, tax IDs, and other personal information.

AMAZON SAYS

According to the REAL Amazon

"Amazon will never send you an unsolicited message that asks you to provide sensitive personal information like your Social Security number, tax ID, bank account number, credit card information, ID questions like your mother's maiden name or your password."

Amazon states that the company will occasionally call its customers, but the company "will never ask for personal information in emails, text messages, or calls. Amazon will never ask you to make a payment outside of our website and will never ask you for remote access to your device."

Beware - Look Out For

- Attachments or prompts to install software on your device.
- Typos or grammatical errors.
- Forged email addresses to make it look like the email is coming from Amazon.com.

When in doubt, go directly to Amazon or the Seller Central website!

If You Receive the Following, Go To YOURORDERS To Verify:

- An order confirmation for an item you didn't purchase or an attachment to an order confirmation.
(Is there an order that matches the correspondence?)
- Requests to update payment information that are not linked to an Amazon order you placed or an Amazon service you subscribed to.
(If you aren't prompted to update your payment method on that screen, the message isn't from Amazon.)

REPORT FRAUD

- Report Suspicious Emails and Websites to Amazon: stop-spoofing@amazon.com
- Report Phone Calls, Text Messages, Emails to Federal Trade Commission (FTC): www.ftc.gov/complaint
- Reach out to the DA18 Consumer Fraud Protection Hotline for questions and assistance.

Contact Consumer Fraud Protection
18th Judicial District

Hotline (720) 874-8547 | consumer@da18.state.co.us

