Pause. Verify. Protect.

A reusable review sheet for an unexpected message or call. No information is collected by this standalone file.

1. **Pause the request.** Write down what you are being asked to do. Urgency does not verify who is asking.

2. **Keep access private.** Do not provide passwords or sign-in codes in response to an unexpected contact.

3. **Leave the supplied route.** End the call or leave the message's links alone. Use contact details you independently know are genuine.

4. **Verify the claim.** Check with the real organization through that known route. A display name, caller ID, or familiar-sounding voice is not enough.

5. **Report through the right channel.** At work, use the established internal process. For personal situations, consult the FTC's reporting guidance below.

6. **If you already acted, respond promptly.** Use the affected account or organization's official recovery route. Consult the relevant FTC guidance for the information or payment involved.

Your check

What was requested? _____

What independent route will you use? _____

What did you verify? _____

What still needs attention? _____

Reviewed by / date: _____

Original educational worksheet · Draft for approval · October 29, 2026. Not a security assessment or guarantee.

Further reading: FTC phone scams · FTC phishing guidance · FTC account protection