

# 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, or date of birth through an unsolicited text or email. DMV transactions should only be completed online at [dmv2u.oregon.gov](https://dmv2u.oregon.gov) or at DMV offices. The DMV will only ask for proof of your identity or payment through our website (DMV2U) or by requesting copies of your identity documents in person at a DMV office.



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 Will the DMV contact me through text or email?

**Yes**, the DMV offers secure online services and sends text or email messages in some instances, but only for transactions that you request. The messages never include personal information verification links.

**DMV texts or emails are based on an action started by you.** For example, you may receive an appointment reminder or cancellation notice by text or email from the DMV. Also, when you establish a DMV2U account, a security code may be sent by text or email to establish verification.

Oregon DMV recommends you ignore or delete texts or emails requesting personal information claiming to be on behalf of the DMV. Never click on a link.

**OregonDMV.com** is the official website for the Oregon DMV.



# REPORT

Contact us, report phishing attacks.

You can report a scam to the DMV Fraud Prevention Team through the online form.

