

## **Cybercrime**

Did you know that every 2 seconds someone in the United States becomes a victim of cybercrime? By the time you're done reading this, 7 more people will have been victimized. NC 211 and Cybercrime Support Network are working together to help those impacted by cybercrime. Our goal is to connect North Carolina residents with the vital resources they need to report, recover and reinforce after a cybercrime has occurred.

In North Carolina, the FBI Internet Crime Complaint Center (IC3) reported that residents lost over \$48 million in cyber-related incidents in 2019. To aid victims of cybercrime in North Carolina, the United Way of North Carolina (UWNC), NC 211, and the Cybercrime Support Network (CSN) are proud to announce the launch of North Carolina's first cybercrime support and recovery hotline. The new system allows North Carolina residents to dial 2-1-1 to report and find resources to recover from identity theft, financial fraud, cyberstalking, cyberbullying and other cybercrimes.

### **Thanks to grant funding provided by the Governor's Crime Commission via the Victims of Crime Act:**

- 211 staff received specialized training in answering cybercrime related calls.
- Resources specific to assisting victims of cybercrime have been added to the robust NC 211 resource database.
- Cybercrime victims in North Carolina will receive support from an NC 211 call specialist when filing a crime report to law enforcement.

### **How can I get help?**

Call 2-1-1 to speak to an NC 211 Cybercrime Navigator who can provide you with the support you need to report the crime and reinforce your security. Navigators can also use their expertise to access 211's database of more than 16,000 health and human services statewide to support you with other resources you may need during recovery from a crime, such as rent assistance, access to a food pantry, connecting with mental health services, and more. NC 211 works using a National Cybercrime Victim Resource Database to ensure callers have the resources they need. A call to NC 211 is free, confidential, multilingual, and available 24/7/365.

### **How can I avoid a cybercrime?**

- If an offer or opportunity seems too good to be true, it's probably a scam.
- Never wire money, send gift cards, or send a check to a stranger.
- If someone claims to be your relative or a federal agency like the FBI or IRS, call that individual first to confirm.

- Never accept money from a stranger promising you can keep some of it.
- If you suspect you've been hacked, change your passwords immediately.

### **What are some common types of cybercrime?**

- Identity theft
- Imposter scams
- Hacked accounts and devices
- Financial and purchase scams
- Cyberbullying, harassment, and stalking

### **Need more information?**

Visit [FraudSupport.org](https://www.fraudsupport.org) or [CybercrimeSupport.org](https://www.cybercrimesupport.org). If you think you have been a victim of a cybercrime or have questions about this initiative, dial 2-1-1. Our Call specialists are available 24/7/365 to provide free, confidential, multi-lingual access to health and human services resources North Carolinians need including food, housing, utility assistance, healthcare resources, and more.

To report incidents such as these the Haw River Police department is encouraging residents to file a police report as well as reporting it through 2-1-1.

\*Information was gathered from <https://nc211.org/2020/07/28/cybercrime-support-initiative/>