

Scam Alert: Scammers Use DNA Kits to Gain Personal Info

Oakland, CA., August 5, 2019 – Scammers are using new methods to gain access to sensitive information. [The FTC](#) and [BBB Scam Tracker](#) reports indicate that scammers are going door to door posing as Medicare personnel and collecting consumers' Medicare numbers, Social Security numbers, and other personal information. Scammers inform consumers that the free test can help them diagnose illnesses or cancer, and DNA test kits have been marketed to the public as a way to trace your family history. BBB advises consumers not to share this type of personal information with anyone going door to door, to be careful when disclosing personal information and to do thorough research before conducting a DNA test.

BBB Scam Tracker indicates various methods for scammers to gain your information through DNA tests. Whether you are approached in your community, by a door-to-door salesperson, or over the phone, BBB warns consumers to exercise caution when sharing information.

Protect Yourself from DNA test Scams:

- **Medicare does not promote DNA tests.** [The FTC](#) states that Medicare does not give out DNA kits, nor do they market them to the public. The FTC also highlights that you should never be approached out of the blue by a Medicare professional.
- **Don't believe your Caller ID.** Scammers know the ins-and-outs to hide their real number, but show one that seems real like "government," or "Medicare" or "202 area code."
- **Do your research when considering an at-home DNA test.** These tests can give companies access to your personal information, and can confuse consumers with their lengthy terms and conditions.

Take the time to understand how your personal information, and health information, will be used and shared.

- **Cross check DNA test companies with BBB.** If you are unsure if the company you are considering is legitimate, search their name at bbb.org and research the company's website to gather how they manage customer service complaints, payment, privacy, and other sensitive information.

For more information:

For more information about Medicare fraud, check out these resources on Medicare.gov.

To learn more about scams, go to [BBB Scam Tips \(bbb.org/scamtips\)](http://BBB Scam Tips (bbb.org/scamtips)). To report a scam, go to [BBB Scam Tracker \(bbb.org/scamtracker\)](http://BBB Scam Tracker (bbb.org/scamtracker)).

To file a complaint with the FTC, visit [FTC Complaint Assistant \(ftccomplaintassistant.gov\)](http://FTC Complaint Assistant (ftccomplaintassistant.gov)).

About BBB

BBB is a nonprofit, business-supported organization that sets and upholds high standards for fair and honest business behavior. BBB services to consumers are free of charge. BBB provides objective advice, free BBB Business Profiles on more than 5.3 million companies, 11,000 charity reviews, dispute resolution services, alerts and educational information on topics affecting marketplace trust. Please visit bbb.org for more information.

Contact:

Lori Wilson, President/CEO,
lori@bbbemail.org – (510) 844-2020

Benjamin Yee, VP of Marketing and Communications
byee@bbbemail.org – (510) 844-2021