



## Protect yourself from package theft



### Beware of package thieves

Online shopping has grown over the past few years and this holiday season will be no exception. With the convenience of home delivery, more and more consumers are shopping online for everything. While it is easy to get caught up in the fun of it all, it is important to remember that with increased purchasing comes heightened risk of theft. Thieves will be on the prowl throughout the holiday. Package thefts from door stoops and front porches during the day usually increase between the months of October and January.

So before you shop online, here are some tips to protect your deliveries from package thieves.

#### Pick-up your packages promptly

Encourage family members to pick up packages as soon as possible after they are delivered. If necessary ask a trusted neighbor to do it for you.

#### Ship to Another Location

If possible, have your packages shipped to another location instead of your home. If it's allowed, ship packages to your office, or have them shipped to neighbor who's home during the day. Many delivery companies also offer to hold your packages at their respective stores, such as FedEx Office or The UPS Store, and Amazon has a similar feature called Amazon Locker, which will store all your Amazon shipments.

#### Require a Signature

While most signature requirements are designated by the sender, many delivery companies will allow you to require signatures for all your deliveries.

#### Track your package

Ask for a tracking number so you know when your package is delivered. Track your packages and try to be home at the time of delivery. If you do not receive your shipment on time, check with the company of origin and confirm the delivery. If the item was delivered and you did not receive it, report the theft or loss to the original company.



### ID Theft

Most Americans worry about identity theft, and the holidays are a prime time for thieves to target their victims. You can help reduce the chances of falling victim to ID theft by taking a few precautions.

- When you are out shopping, limit the amount of personal information you carry in your wallet or purse to only what you will need for each shopping trip.
- Always take credit card and ATM receipts with you. Do not throw them into public trash containers or leave them on the counter as thieves can pick up the receipt.
- Guard your credit card or debit card when making purchases or using an ATM. Shield your hand when typing in personal identification numbers. It is critical to always be aware of who is around you, as some identity thieves have been known to copy credit card information or even use cellphone cameras to snap pictures of cards.

## Don't be a victim while out shopping

Source: Consumer Reports



### Parking lot safety tips

Parking lots are where most mall-related crime occurs. Drivers and walkers navigating the lot are vulnerable to theft, and unattended vehicles loaded with packages are often open invitations for break-ins. If you plan on going to the mall

for some holiday shopping here are a few tips to keep in mind.

#### Stay focused

People walking through the parking lot are often distracted with their cellphone. To reduce your chance of becoming a victim look to your front, side, and rear when walking to and from a store. Being aware of your surroundings lessens your chances of becoming a victim or getting struck by a car.

#### Assume you're watched

Criminals watch for shoppers who put purchases in their car or trunk, then walk back into the store. Once you're gone, it can take only moments to break in and grab items. If you need to stow packages while shopping, re-park your car in a

different location, away from anyone who could have been observing.

#### Don't dally

Walk like you have a purpose. Don't wander, even if you don't know where your car is. Have your car key in hand before you leave the store. Once in your car, lock the doors immediately and drive off. Don't sit and do other things. That will lessen the chance of you becoming a target.

#### Beware of stranger danger

If you are approached or chased, yell or scream to get attention or go back to the store and alert security. If you are followed while driving, go to an open gas station or a populated area with plenty of light. Get on the phone and call 911.





## Avoid these holiday scams

The holidays are a busy time of the year, but you still need to be extra vigilant to avoid becoming a victim of a crime. Here are a few scams you may encounter this holiday season.



- **Shipping confirmation ploy** You get an email or phone call from the US Postal service or major carrier. You're told that you have a package waiting for you or that it was delivered to someone else by mistake. In order to make sure you

are the correct recipient, you're asked to submit personal information including your name, address, date of birth, and social security number. Crooks can use this information to steal your identity and open accounts in your name.

**The fix:** The US Postal service does not call or email people requesting personal information. If you think you have a package waiting for you contact the company you, ordered the item from to find out when it was shipped, or use the shipper's online tracking system.

- **Fake retail site scam** You come across the item you want at a super low price being sold at a website you never heard of. To make your purchase you need to input your credit card information. You could be giving your number to a crook who will in turn use it to make bogus charges or even sell your number.

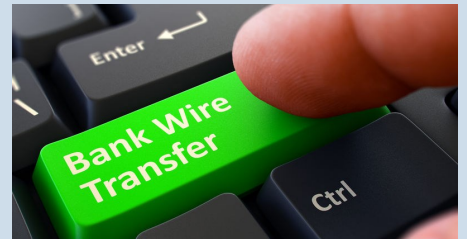
**The fix:** You should always be suspicious of prices that are unusually low and online retailers that don't provide an address and telephone number. Check up on the seller at the Better Business Bureau (bbb.org). Also do a web search of the company's name with terms such as "reviews" and "complaints" to see what others have to say.

If you see unauthorized charges on your credit or debit card, contact your card issuer immediately to have them removed.

- **Classified ad come-on** You find the perfect gift, but it is not being sold in a store. Instead it's listed in a classified ad on a site such as Craigslist or Backpage. In order to buy it the vendor asks you to make a wire transfer, use an online escrow service, or pay through Venmo. You place the order, but the item never arrives. You send emails to the seller, but they go unanswered.

**The fix:** Don't send money to people you don't know. The person who placed the classified ad could be a scammer, perhaps living overseas beyond the reach of U.S. authorities.

Craigslist suggests that you deal only with local sellers whom you can meet in person. It's also a good idea to meet in a public place. You also might consider bringing someone with you.



## Staying safe from online threats

Source: Consumer Reports

This holiday season more and more people will be shopping online for that perfect gift. However, don't let cybercrime ruin the holiday for you and your family. Before cracking open your laptop make sure you take some precautions.

- **Update everything.** Make sure your device is running up-to-date software. That means everything from the operating system to the apps you use to shop or bank with.
- **Strengthen any weak passwords.** This is especially important on email, shopping and banking accounts. Long strings of random letters, numbers, and symbols are best. Never use the same password for more than one account.
- **Install antivirus software.** Windows 10 has good security built in, but you can boost your protection by adding an antivirus product. Avira Free Antivirus 2017 is Consumer Reports top-rated package, and it works with both PC and Mac.
- **Enable multifactor authentication on accounts that offer it.** Once you do this, you will need two pieces of information to log into your account. The first is your password, and the second is typically a one-time code sent to you on your smartphone.
- **Stay off public WiFi for shopping.** Save you shopping for home. Additionally, never use public WiFi to check your bank

balances or credit card transactions.



Sources: Consumer Reports, AARP, Better Business Bureau (BBB.org), Travelers Insurance, Ring.com

**Police Department**  
1051 Junction Blvd.  
Roseville CA 95678  
(916) 774-5000  
[www.roseville.ca.us/police](http://www.roseville.ca.us/police)

**Call 9-1-1**  
**EMERGENCY**  
**IN PROGRESS**  
**Non-Emergency**  
(916) 774-5000 x 1

**Abandoned Vehicle**  
**Hotline**  
(916) 746-1022

**Alarms/Alarm Permits**  
(916) 774-5093

**Animal Control**  
(916) 774-5090

**Community Events &**  
**Neighborhood Watch**  
(916) 774-5050  
[PDCommunityServices@roseville.ca.us](mailto:PDCommunityServices@roseville.ca.us)

**Graffiti Abatement**  
(916) 746-1021  
**Police News & Crime Alert**  
**Emails:**  
[www.roseville.ca.us/enotify](http://www.roseville.ca.us/enotify)

**RCONA**  
(Roseville Coalition Of  
Neighborhood Associations)  
[www.RCONA.org](http://www.RCONA.org)

Follow us on social media:



The "9-1-1" is published for City of Roseville's residents by the Community Relations Division of the Roseville Police Department. Please send comments or suggestions to: [pdcommunityservices@roseville.ca.us](mailto:pdcommunityservices@roseville.ca.us), (916) 774-5050.

