

SCAM ALERT: Scammers Request to Download Communication Applications

The Dental Board of California (Board) has received new reports of scammers impersonating Board staff or investigators. In these cases, scammers contact licensees and instruct them to download a phone application—such as Signal—to communicate about alleged investigations or disciplinary actions. This tactic matches previous scam attempts involving fraudulent phone calls, letters, and emails.



What You Need to Know

- The Board will NEVER ask you to download or use any phone application, including Signal, WhatsApp, Telegram, or similar apps) to communicate.
- Official communication will only come through verified Department of Consumer Affairs (DCA) or Board channels.
- Scammers may claim your license is suspended, under investigation, or may threaten arrest or revocation. These are scare tactics meant to make you act quickly.
- The Board does not demand immediate payment or personal information by phone, email, or app.
- Official Board emails always come from **.gov** addresses. Messages from other domains should be treated as suspicious.



How to Protect Yourself

- ✓ Do not download or use any app for supposed Board communication.
- ✓ Do not provide personal, financial, or licensing information in response to unsolicited calls, emails, or app messages.
- ✓ Hang up or cease communication immediately if something feels suspicious.
- ✓ Verify all communications by contacting the Board directly:
https://www.dbc.ca.gov/about_us/contact_us.shtml



Report Suspicious Activity

- Contact the Board: https://www.dbc.ca.gov/about_us/contact_us.shtml
- If the caller claims to be from DEA, report to the FBI via the DEA's online extortion reporting form: <http://www.ic3.gov/>.
- If caller ID shows the Board's number, file a complaint with the FCC:
<https://reportfraud.ftc.gov>.