



FOR IMMEDIATE RELEASE

May 31, 2024

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CONSUMER ALERT: Toll Road Robotext Scam

Griffin: '[S]cammers attempt to ... trick consumers into handing over funds by impersonating a state toll service'

LITTLE ROCK – Attorney General Tim Griffin issued the following statement alerting consumers to a scam that has recently made its way to Arkansas:

“A new texting scam has reached Arkansas. Under this ‘smishing’ scam—a combination of ‘SMS’ (texts) and ‘phishing’—scammers attempt to steal consumers’ personal information and trick consumers into handing over funds by impersonating a state toll service.

“While Arkansas does not have toll roads, summer means that many Arkansans may be traveling to states that do impose tolls on certain roads. Because of heightened summer travel, the scam that has previously limited its targets to consumers in toll-road states has also traveled, expanding into states without toll roads, including Arkansas.

“If you get one of these texts, please fill out the robocall reporting form on my website, and do not send payment to any entity that only contacts you via text.”

The robocall reporting form can be found at <https://arkansasag.gov/resources/contact-us/robocall-reporting-form/>.

Here is an example of this scam:

(State Toll Service Name): We've noticed an outstanding toll amount of \$12.51 on your record. To avoid a late fee of \$50.00, visit (fraudulent website link) to settle your balance.

Below are some tips to recognize scams and keep yourself safe if you receive a text message purporting to be from a state toll service:

- Do not click on the link.
- Delete the text message and report it as junk.
- If you have reason to believe the message may be legitimate, contact the state's tolling agency. Be sure to use a phone number or website that you know is legitimate and not the information in the text message.
- If you did click any link, take steps to protect your personal information. Change your passwords, monitor your financial accounts, and dispute any unfamiliar charges.

For more information or to file a Consumer Complaint, please contact the Office of Attorney General at (501) 682-2007 or oag@arkansasag.gov, or visit the website www.ArkansasAG.gov.

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