



Fighting Fraud Together

Help stop illegal phone scams

LUMA is raising awareness about scammers targeting customers across Puerto Rico, and providing key safety tips to help protect yourself and your family from fraud.

Fraud Safety Tips

- 1 LUMA will **NEVER** request financial information or personal details over the phone.
- 2 LUMA does **NOT** request payments via pre-paid debit cards, gift cards, PayPal or Venmo.
- 3 If you receive a suspicious call you believe may be a scam attempt, **hang up the phone immediately** and call your local police department to report it.
- 4 Customers can **verify if they have payments due** through the MiLUMA website or app, or by calling LUMA at 1-844-888-LUMA (5862).

Visit our website at lumapr.com/fightingfraud to share these resources with friends and family to help our communities stay protected.

