

# Office of Attorney General Terry Goddard



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FOR IMMEDIATE RELEASE

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**\*\*\* Consumer Alert \*\*\***

## **Beware of Holiday Packages Requiring a Fee for Pick-up**

(Phoenix, Ariz. – Dec. 22, 2008) Arizona Attorney General Terry Goddard today warned consumers to be cautious if they receive written notices or telephone calls from anyone claiming to hold a parcel in the consumer's name and saying that the package will be forwarded to the consumer once a "storage release fee" is paid.

The Attorney General's Office has received information showing that this type of notice has been used as part of a fraudulent sales promotion. Consumers are offered a "free" product if they call a toll-free number and pay the storage release fee by giving credit card information over the phone.

The notification states "We are holding a shipment in your name. This Office is attempting to reach you. To release this item, you must telephone the number below immediately and arrange for delivery. The item is prepaid, but a storage release fee must be remitted. This fee can only be paid by telephone and only with a credit card (Visa or MasterCard)." The notification card includes a 1-800 number to call.

"Many Arizona residents are expecting deliveries during this holiday season," Goddard said. "To avoid unwrapping a scam along with your holiday gifts, you should closely examine each package notification you receive. This simple step will protect you from paying unnecessary fees during this expensive time of year."

When receiving solicitations or calls, do not give out personal information, such as your credit card numbers, bank account numbers or a Social Security number to anyone you do not know. Be wary of callers who insist on gathering personal information. If you are being pressured, hang up.

If you believe you have been a victim of fraud, please contact the Attorney General's Office in Phoenix at 602.542.5763, in Tucson at 520.628.6504 or outside the Phoenix and Tucson metro areas at 1.800.352.8431. To file a complaint in person, the Attorney General's Office has satellite offices throughout the state with volunteers available to help. Locations and hours of operation are posted on the attorney general's Web site, [www.azag.gov](http://www.azag.gov). Consumers can also file complaints on line at the Attorney General's Web site.

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