

Spam Calls Affecting City Phone Numbers

The City of Parksville has been made aware that unauthorized callers are using phone numbers associated with the City to place scam or fraudulent calls. This practice, known as "spoofing," allows scammers to make it appear as though a call is coming from a legitimate phone number, when it is not.

The City wants to remind residents that we will never ask for sensitive personal information, banking information, passwords, or payment over the phone in an unsolicited call. This is especially important for seniors and vulnerable members of our community who are often targeted by scammers.

The number that has been specifically targeted is the Emergency Management number (250-954-4672). The only time you will receive a call from this number will be through Voyent Alert! – the City's emergency notification system, where the number is connected to. Please make sure you are signed up to receive these emergency alerts for critical events such as floods, wildfires, or other emergencies in the region.

If you receive a suspicious call that appears to come from one of the City's phone numbers, please use caution. If you are unsure whether a call is legitimate, hang up and directly contact the phone number listed on our [official website](http://parksville.ca). We are working with our telecommunications provider to investigate but unfortunately, there isn't a lot that can be done when scam callers are masking their identity by using a random number.

Scam Call Tips and What to Watch For

Be cautious if the caller:

- Creates a sense of urgency or pressure to act immediately.
- Requests personal information such as passwords, PINs, account numbers, or Social Insurance Numbers.
- Demands payment by gift cards, cryptocurrency, wire transfer, or prepaid credit cards.
- Threatens fines, legal action, arrest, service disconnection, or other consequences if you do not comply.
- Claims to represent a trusted organization but refuses to provide verifiable contact information.
- Requests remote access to your computer or device.

Remember:

- Caller ID can be spoofed and should not be relied upon as proof that a caller is legitimate.
- Hang up if something feels suspicious.
- Never provide personal, financial, or login information unless you initiated the contact and are confident you are speaking with a legitimate representative.
- Report suspicious calls to local authorities, the Canadian Anti-Fraud Centre, or similar reporting agency.

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*The City of Parksville is located on the traditional territory of the Coast Salish Nations,
home to the Snaw-Naw-As First Nation and the Qualicum First Nation.*