



Missouri

NO



CALL

ago.mo.gov
866-289-9633

Attorney General Chris Koster

2016-2017 Newsletter



A Message from Attorney General Chris Koster

Thank you for registering your phone number with the Missouri No-Call program. By doing so, you have taken the first step in ending unwanted phone calls from nearly 200 telemarketers.

Our No-Call Enforcement Unit continues to make strides in fighting unwanted telemarketing calls. Since 2009, the Attorney General's Office has filed 81 No-Call lawsuits against telemarketers. **In 2015 alone, the Attorney General's Office filed 17 different legal actions and obtained more than \$800,000 in fines and judgments against telemarketers that broke Missouri law, including a \$575,000 settlement with Farmers Insurance, the largest amount ever paid by a telemarketer for Missouri No-Call and telemarketing violations.** The No Call Enforcement Unit continues to escalate its enforcement efforts by filing lawsuits in federal court, where telemarketers face penalties of up to \$16,000 per violation of the telemarketing laws. Although new technology brings about new enforcement challenges as telemarketers develop ways to conceal their identities, we continue to look for and encourage others to develop solutions to this ever-changing issue. You can help this fight by making sure your phone number and email address are up-to-date on the Do-Not-Call list by calling 1-866-662-2551 or emailing nocall@ago.mo.gov. Follow the tips provided in this newsletter and contact our office if you receive unwanted telemarketing solicitations. Together, we can fight back against intrusive telemarketing calls.

Hang Up on Telemarketers

Often times, automated recordings have messages like "Press 1 for more information, or press 2 to be removed from our list". Do not push any number; all this does is confirm to telemarketers that your line is a working number, and will only increase the number of annoying calls you receive. Instead, hang up the phone, write down the caller's name and phone number that shows on caller-ID, and report the violation to the Missouri Attorney General's Office.

Report Telemarketing Calls

- The Missouri Attorney General needs your help to prosecute illegal telemarketers. Report violations by:
- Completing an online form at: www.ago.mo.gov
 - Calling toll free 866-BUZZ-OFF (866-289-9633)
 - Emailing nocall@ago.mo.gov
 - Mailing a complaint form to the No-Call Unit at P.O. Box 861, St. Louis, MO 63188

Effective Dates for Registrations

If you register a number on the Missouri Do-Not-Call list, your number becomes active on the following date:

If you register by:	Your coverage begins:
February 1.....	April 1
May 1.....	July 1
August 1.....	October 1
November 1.....	January 1

New FCC Rule

In June 2015, the Federal Communications Commission (FCC) clarified a rule authorizing phone companies to utilize call-blocking technologies to better protect their customers from robocalls and scams. Attorney General Chris Koster and Indiana Attorney General Greg Zoeller immediately issued a letter, signed by 45 state Attorneys General, calling on major carriers to adopt technologies which allow consumers to block unwanted calls or texts. **Contact your telephone service provider to determine what call-blocking technologies are available to you.**



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No-Call Law Enforcement Summit

In April 2016, the Missouri Attorney General co-sponsored the third No-Call Law Enforcement Summit with the Indiana Attorney General. The two-day summit is a meeting for law enforcement officials and consumer protection investigators who are focused on the problem of harassing telemarketing and telephone scams. The summit brings together state and federal partners and consumer protection experts from across the country to share best practices, information on new technologies, and innovative law enforcement techniques to investigate illegal telemarketers and reduce unwanted calls. Summits like these empower federal and state agencies with the tools they need to vigorously pursue telemarketers and help stop the unwanted solicitation calls that consumers receive on a daily basis.



Beware of Scammers

The Missouri Attorney General's Office is actively investigating complaints from Missouri consumers who report receiving calls from telemarketers claiming to be from the Internal Revenue Service (IRS) claiming that the consumer owes money, or from Cardholder Services offering to lower credit card interest rates, and attempting to obtain credit card or personal bank account information from consumers. These are scams! Never provide personal or financial information over the phone to an unknown caller. Keep in mind that the IRS will not call and demand immediate payment, or demand that you owe money on taxes without giving you the opportunity to question or appeal the amount they say you owe. Remember that no legitimate government agency will threaten to bring in local police or other law-enforcement groups to have you arrested for not paying. If you receive such a call, do not give the caller any of your personal information. Instead, please contact the No-Call Enforcement Unit by phone at 866-BUZZ-OFF (866-289-9633), by email at nocall@ago.mo.gov, or online at www.ago.mo.gov/app/nocallcomplaint.



Frequently Asked Questions About Missouri's Do-Not-Call Law

How do I get my name on the No-Call list?

You may register by calling toll free 1-866-NOCALL1 (1-866-662-2551); or submitting the registration form online at www.ago.mo.gov/app/NoCallRegistration.

What is the cost to get my name on the list?

There is no cost to consumers to get on the list. There will be a cost to telemarketers to get copies of the list.

Can I register my business or office telephone on the list?

No. The law does not allow business phone numbers to be included on the No-Call list.

Do I need to register everyone in my household who does not want to be called by telemarketers?

No. You only need to register once, making sure to include all of your home and cell phone numbers. Telemarketers covered by the law then cannot call those registered phone numbers — it does not matter whether there are two family members or six.

Is there an expiration date on my registration?

No. If your phone number and address remain the same, then you do not need to re-register.

If my phone number changes, how can I remain on the No-Call list?

You need to register again using your new phone number. Print, fill out and send in the form to change your address and phone number. Or you can call the No-Call Unit at 1-866-289-9633.

What are the penalties if a telemarketer calls me in violation of the law?

A telemarketer who violates the law faces a civil penalty of up to \$5,000 for each knowing violation.

When I register, how quickly will telemarketers put me on their no-call lists?

The Attorney General's Office will submit names every three months to allow telemarketers time to add names to their no-call lists.