# Family Safe-Word Setup Sheet

A shared secret that proves it is really us when someone asks for urgent help or money.

**Never write the word here**

**Do not write the safe word on this sheet** or in a text, email, chat or cloud note. Share it in person or by voice and memorize it. If it is written anywhere, keep that copy separate from this sheet.

## Step 1 – Choose it

- Pick a word or short phrase that is **easy to remember but impossible to guess**: two or three unrelated words work well.
- Avoid names of people or pets, birthdays, addresses, teams, and anything posted on social media.
- Choose one that everyone in the family, including children and grandparents, can say without difficulty.

## Step 2 – Share it safely

- Tell each person **in person**, or by phone only if you are certain who you are speaking to. Never by text, email or direct message.
- Keep the circle small: only people who may need to verify an urgent request.

## Step 3 – Use it

- Ask for it whenever someone claiming to be family asks for **money, gift cards, a code, or a favour** by phone, voice message, video call or text.
- Voices and faces can now be copied convincingly. A real family member can give the word; a scammer cannot.
- If the caller cannot give it, stop, hang up, and call back on the saved number (see FRG1-09).
- Never offer the word first, and never give hints.

## Step 4 – Replace it

- Replace it every 6–12 months and **immediately** if it may have been overheard, written down, or said to someone suspicious.
- Tell everyone the new word in person and record the date below.

## Our record (no words, only facts)

| | |
|---|---|
| **Date safe word was set** | |
| **Who knows it (first names)** | |
| **We store a backup: where? (not on this sheet)** | |
| **Replace by (date)** | |

## Replacement log

| Date replaced | Reason (e.g., scheduled, suspected exposure) | Everyone told? |
|---|---|---|
| | | |
| | | |
| | | |


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