# Family Emergency Callback Script

For any call, message or video saying a family member is hurt, arrested, stranded or in trouble and needs money now.

**Stay calm. Slow it down.** Real emergencies can wait two minutes for a callback. Scammers depend on you not taking them.

## Step 1 – Don't give information

- Don't say the family member's name first. Ask, "**Who is this?**" and let them say it.
- Don't confirm details like where someone lives, who else is in the family, or whether they are travelling.

## Step 2 – Ask for the safe word

- "What is our safe word?" (see FRG1-03). If they can't say it, treat it as a scam.
- Or ask a question only the real person would know — not something on social media.

## Step 3 – Hang up and call back

1. Say: "I'm going to call you back right now." Hang up even if they plead or say "don't hang up".
2. Call the person on the number **already saved** in your phone.
3. No answer? Call their spouse, partner, parent, friend, workplace or school. Try a second family member.
4. If someone says they are a lawyer, police or hospital: look up the organization yourself and call its main number.

## Remember

- Real police, courts and lawyers do not demand bail or fees in gift cards, crypto, cash, couriers or transfers to strangers.
- Never withdraw cash or buy gift cards because someone on the phone told you to.
- Don't let the caller stay on the line or choose who you call.

## People to call (fill in by hand)

| Name | Phone | Name | Phone |
|---|---|---|---|
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| | | | |
| | | | |

Pair with your trusted contact list from the book and your Family Verification Plan (FRG1-02).


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