

Date March 26, 2020

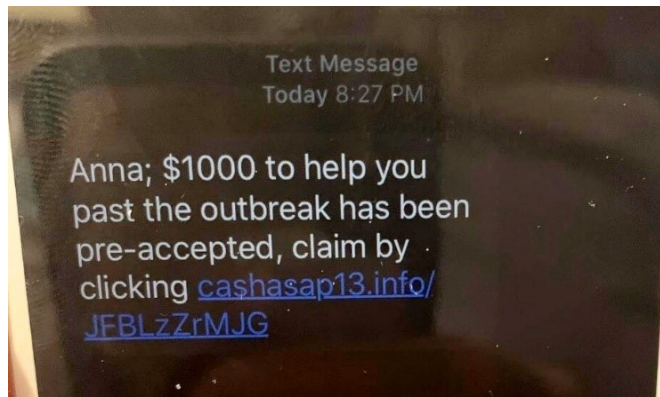
Attorney General Moody's Week In Review - March 27, 2020



As we continue to fight the COVID-19 pandemic impacting our state, an altogether different type of disease is emerging—scammers using the crisis to rip off Floridians. We will not tolerate anyone taking advantage of Floridians who are simply trying to protect the health and safety of their families. My Consumer Protection Division is working diligently to identify, investigate and stop COVID-19 related scams.

You can help us by staying up to date on the latest fraud tactics.

This week, I issued a Consumer Alert outlining some of those tactics—like the text message pictured below asking people to click on a link to claim a \$1,000 payment, apparently connected to a federal stimulus package.



The U.S. Department of Health and Human Services is reporting a scam involving fraudsters calling older Americans and offering free COVID-19 test kits and seeking Medicare information.

COMMENTS	
Comment	Redacted
THE OIG HOTLINE RECEIVED THE FOLLOWING TIP: THE FRAUDSTER ASKED MY MOTHER (90 YEARS OLD) TO PROVIDE HER NEW MEDICARE ID # SO THEY CAN SEND A "FREE" CORONAVIRUS TEST KIT GIVEN SHE HAS RHEUMATOID ARTHRITIS (INFORMATION THAT IS PRIVATE AND SHE BELIEVED WOULD ONLY BE KNOWN BY SOMEONE LEGITIMATELY WORKING FOR MEDICARE). THEY WENT ON TO SAY THAT THIS IS MANDATED BY PRESIDENT TRUMP AND VICE PRESIDENT PENCE. GIVEN THE CURRENT COVID-19 CIRCUMSTANCE IN OUR COUNTRY, IT WAS EASY TO BE CONVINCED. IT IS OBVIOUSLY FRAUD. SHAME ON THESE PEOPLE.	NO

The scariest tactic we are hearing about involves people dressed in white lab coats and masks impersonating Centers for Disease Control and Prevention workers. According to several law enforcement agencies, the imposters are knocking on doors and offering free COVID-19 tests.

Please know that the CDC is not sending people door-to-door. If a CDC impersonator shows up at your door, do not let them in. Close the door and call 911.

These are just a few of the latest COVID-19 scams we are seeing. For information on other emerging scams, click [here](#).

Please stay safe, listen to health experts and take all necessary precautions to prevent the spread of COVID-19.

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Protecting Floridians



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Attorney

General Ashley Moody announced a Consumer Protection investigation into allegations of misleading and potentially dangerous sales pitches by Norwegian Cruise Lines. According to reports, NCL provided its sales force with inaccurate one-liners to respond to customer concerns about COVID-19. The misleading sales scripts allegedly downplayed the severity and highly contagious nature of the novel coronavirus in an effort to close cruise package sales.

Attorney General Ashley Moody said, “We are in the thick of a public health crisis like our modern world has never experienced. My Consumer Protection Division is conducting an extensive investigation to get to the bottom of the disturbing allegations against Norwegian Cruise Lines. Let this serve as a warning to anyone seeking to mislead consumers during these challenging times. I will do everything within the power of this office to hold accountable those who would prey on Floridians during this health crisis.” [Read More](#)

Attorney General Moody Issues More Than 40 Subpoenas Over Allegations of Price Gouging by Third-Party Sellers on Amazon

Attorney General **Ashley Moody**

NEWS ALERT



ASHLEY MOODY
Stronger, Safer Florida

Attorney

General Ashley Moody issued more than 40 subpoenas to third-party sellers in Florida accused of price gouging on essential commodities through accounts on Amazon. The subpoenas come as Attorney General Moody's Consumer Protection Division continues to review allegations of unlawful price increases on essential commodities during the COVID-19 state of emergency. Allegations against the third-party vendors include excessive price increases on commodities such as face masks, hand sanitizers and disinfectants of up to 1,662 percent.

Attorney General Ashley Moody said, "Floridians are searching for essential products needed to stay safe and healthy during this COVID-19 pandemic. Sadly, when they find these products for sale online, they often discover that the price tag makes them unattainable. This is unacceptable and unlawful. My Consumer Protection investigators are working diligently to identify, investigate and bring to justice anyone trying to exploit this global health crisis to rip off Floridians, and we appreciate Amazon's commitment to helping us stop third-party vendors trying to use its online platform to exploit the crisis." [Read More](#)