

Subject: Urgent: Scam Alert – Please Read

Dear Residents,

We have recently been informed that several residents have received unsolicited phone calls and emails claiming to reschedule meetings with the "**business office.**" Please be aware that these communications **are NOT from the Grand Oaks Business Office** and are part of a sophisticated phishing scam designed to exploit your personal information.

Scammers are increasingly using advanced technologies like artificial intelligence to manipulate voices and recordings, which can then be used for fraudulent purposes. In addition, these emails may contain malicious links that, if clicked, could lead to the theft of your sensitive data or the installation of harmful software on your devices.

To help protect yourself from becoming a victim of these scams, please follow these important guidelines:

- **Do not respond to calls or emails** that you were not expecting, especially if they contain requests for personal information or ask you to click on links.
- **Avoid clicking any links or opening attachments** in unsolicited emails. These could lead to data theft or the installation of harmful software on your device.
- **Do not call back suspicious numbers.** Scammers often use AI technology to record your voice and manipulate it for fraudulent activities. Even a simple “hello” can be used in this way.

If you need to verify any communication or have questions, please contact the Business Office directly through these trusted channels:

- **Fema Watson-Brown, Business Office Manager**
 - Email: fwatson5@jhmi.edu
 - Phone: 202-660-7900

Alternatively, you can reach out to the **concierge** at **202-349-3400**, and they will connect you with the appropriate department, including the Business Office or any other area you need assistance with.

We urge you to be cautious and report any suspicious emails or calls to us immediately. By calling our concierge.

Thank you for your attention to this important matter. Please remain vigilant, and do not hesitate to reach out if you have any concerns.

Kind regards,

Jordan Asrat

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Director of Activities at Grand Oaks Assisted Living Residence



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