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CONSUMER ALERT: DMV and Toll Road Scams Return

DMV and Toll Road Scams Are on the Rise

Arkansans are experiencing an increase in DMV and toll road scams. In these scams, criminals attempt to steal consumers' personal information and trick consumers into handing over funds by impersonating a state service, such as the Department of Motor Vehicles (DMV) or another state's toll road management service.

What Arkansans Should Know

Scammers are taking advantage of summer travel. While Arkansas does not have toll roads, many Arkansans may have traveled during the summer for vacation to states that do impose tolls on certain roads. Because of heightened travel, some Arkansans might be more easily tricked into thinking these are legitimate texts about unpaid toll fees.

2 Things to Remember

- The DMV will never text you about an unpaid parking ticket.
- The DMV will never threaten you with jail time.

4 Tips to Avoid DMV and Toll Road Scams

Here are some tips to recognize these scams and keep yourself safe if you receive a text message from someone claiming to be from a state toll service:

- Do not click on the link.
- Delete the text message and report it as junk.
- Contact the state's tolling agency or your local DMV office. Be sure to use a phone number or website that you know is legitimate and not the information in the text message.
- Take steps to protect your personal information if you clicked the link. Change your passwords, monitor your financial accounts, and dispute any unfamiliar charges.

To report a DMV or toll road scam, visit arkansasag.gov/resources/contact-us/robocall-reporting-form/. For more information, please contact the Office of Attorney General at (501) 682-2007 or oag@arkansasag.gov, or visit the website www.ArkansasAG.gov.