

Message from the DAS/BITS ITSecurity Team
Alert for State of Connecticut Employees
Retirement Services Provider Phone Scam

A SCENARIO TO BE AWARE OF:

You receive an unexpected phone call claiming to be from someone from the State of Connecticut or a Retirement Services Provider. The caller knows your name and references retirement benefits, recent changes, or upcoming actions. They ask you to “verify” information, read back a one-time code, or confirm account details to avoid delays or issues.

THIS COULD BE A COMMON SCAM!

Scammers now use caller ID spoofing, publicly available information, and increasingly AI-generated voices to sound legitimate and urgent.

If you receive a call like this:

1. Do not provide any information, even if the caller sounds credible or urgent.
2. End the call.
3. If you believe the call may be legitimate:
 - Contact Retirement Services using a phone number listed on an official State of Connecticut website or official correspondence:
<https://osc.ct.gov/retirement/sers/new-and-active/>
 - Do NOT use phone numbers provided by the caller.
 - Report the call to Retirement.PhoneScams@ct.gov even if no information was shared. Please include:
 - Caller ID
 - Date and Time
 - Any information the caller shares, i.e., Company, urgency, etc.
 - Was a meeting invitation shared? Provide the sender's email address and submit the email invite as phishing by utilizing the report phishing button.

Link to download the Alert:

 [Vishing PSA.pdf](#)