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FOR IMMEDIATE RELEASE

September 10, 2020

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Phishing scam asking recipients to validate information appears to target TDLR licensees

Agency advises that emails be deleted without clicking on the link

AUSTIN – An unknown number of people appear to have been targeted with an email that asks them to validate their profile information with the Texas Department of Licensing and Regulation. TDLR did not send the email, and the agency urges anyone who received it to delete the email without clicking on the link or confirming or providing any personal information.

A TDLR licensee alerted the agency to the scam email. TDLR notified the Texas Department of Information Resources, and the TDLR Information Security team is investigating.

The email appears to come from TDLR but has a return email address that does not belong to the agency. Recipients are falsely told that TDLR is requiring all licensees to validate their information no later than Sept. 14, 2020, or their next license renewal could be delayed. TDLR sent no such email.

If someone clicked on the link in the email, TDLR is advising them to reset their password on their TDLR account – and any other accounts they may have that use the same password.

It appears that the link in question is no longer active, but everyone is reminded to protect their personal information while they're online:

- Never disclose your password to anyone, even a customer service representative from TDLR.
- If you are providing personal information to a state agency – or any company – make sure the site is encrypted before providing any personal information. Look for a key or lock on your screen. But do not assume this is safe, be sure you are connected to **Texas.gov**

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TDLR Customer Service | (512) 463-6599 | Toll-Free (in Texas) | (800) 803-9202 | Relay Texas-TDD: (800) 735-2989

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- Use unique passwords when setting up an account. Don't re-use passwords and avoid using your date of birth, Social Security number, or simple words as a password. Use a password manager to assist in creating and tracking secure passwords.
- Avoid sending personal information via email unless the security method used is specifically outlined and the data is encrypted.
- Use a secure browser.

About TDLR

TDLR provides regulatory oversight for a broad range of occupations, businesses, facilities, and equipment in Texas. The agency protects the health and safety of Texans by ensuring they are served by qualified, licensed professionals. Inspections of individuals, businesses, and equipment are done on a regular basis to safeguard the public. Currently, the agency regulates 39 business and occupational licensing programs with more than 1,000,000 licensees across the state.

Visit TDLR's [website](#) for more information and resources. You can search the [TDLR licensee database](#), and also find [past violations](#) in which a final order was issued against companies or individuals. TDLR's Customer Service line is available anytime between 7 a.m. until 6 p.m., Monday through Friday, at 1-800-803-9202. TDLR representatives are fluent in English, Spanish and Vietnamese.

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