



Texas Department of Licensing and Regulation
920 Colorado St.
Austin, Texas 78701
Phone: (800) 803-9202

FOR IMMEDIATE RELEASE

March 12, 2021

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, 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 on the website as of April 2021, or they may “experience issues with their license.” TDLR sent no such email.

Recipients who click on the link are taken to a page that appears to belong to TDLR and are asked to supply information including their date of birth, Social Security number and driver license number. If someone clicked on the link in the email and provided the information requested, they should follow the [steps suggested by the Federal Trade Commission](#).

TDLR reminds everyone 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**
- 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

Contact: Tela Mange | Public Information Officer | Texas Department of Licensing & Regulation

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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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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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