



Scam Alert – November 2025

California State Board of Optometry

The California State Board of Optometry (Board) is aware of ongoing fraud schemes aimed at licensees of the Board. In the scheme, which is communicated by phone, letter or fax, individuals who identify themselves as Board employees or investigators notify the licensee that they are under investigation, their license may be suspended, or an arrest warrant has been issued in their name, and then demand money.

In some instances, the individuals identify themselves as Drug Enforcement Administration (DEA), the Federal Bureau of Investigation (FBI) or other law enforcement agencies.

The callers may be "spoofing" Board telephone numbers to make the calls appear legitimate.

How to protect yourself:

- If you have any doubts or questions about someone claiming to represent the Board, hang up, then call the Board directly at (916) 575-7170 or email optometry@dca.ca.gov, even if this looks like the same number you are being called from.
- Refuse payment. Never provide banking or credit card numbers, or personal information, without first taking steps to verify that the person requesting the information has a legitimate need for it. **The Board will never ask for credit/debit information via a letter or over the phone.**
- You can also consider simply taking down the caller's information (including name, title, phone number, and email address), let them know you will follow-up directly with the Board, and end the call.
- You may also consider ending the call without explanation if it appears suspicious or to be a scam.