The Florida Department of Agriculture and Consumer Services (FDACS) has partnered with the Florida Nonprofit Alliance (FNA) to conduct a survey to assess the giving habits of part-time and full-time residents of Florida and determine the level of awareness among donors regarding the appropriate steps to take to verify the legitimacy of a charity.

The survey launched on May 15, 2019, and will close on August 15, 2019. Anyone wishing to participate in the survey can visit www.FloridaConsumerHelp.com and click on the survey link at the top of the page or call 1-800-HELP-FLA (435-7352) or 1-800-FL-AYUDA (352-9832) en Español for assistance in completing the survey over the phone.

FDACS is responsible for registering charities soliciting in Florida and provides information regarding registration, complaints, and financials for charitable solicitors. Anyone with a question about the legitimacy of a charity operating in Florida should visit www.FloridaConsumerHelp.com and click on Check-A-Charity to verify if that charity is registered to solicit donations in Florida and to see how it spends its donations.

The Florida Nonprofit Alliance (FNA) is a statewide association of nonprofits focused on research, collaboration and advocacy. Its mission is to inform, promote and strengthen Florida’s nonprofit sector. FNA provides a collective voice at the state and national levels, educating elected officials and constituents, and serves as a central resource and referral center for and about nonprofits. Visit www.flnonprofits.org for more information.
In March 2019, the Identity Theft Resource Center® (ITRC) and Futurion, announced the launch of *Breach Clarity*, a new tool that will help consumers to decode what a breach notification means to them and determine how they can minimize the risk of identity theft and fraud associated with a breach. *Breach Clarity* is a no-cost, online tool for consumers, meant to crack the often muddled and incomplete information that follows breach notification and provide access to ITRC advisors for additional help.

Consumers can utilize the tool at [www.idtheftcenter.org/BreachClarity](http://www.idtheftcenter.org/BreachClarity) and begin decoding the effect of any data breach on their identity safety. *Breach Clarity* uses a proprietary algorithm to give a data breach a risk score based on unique variables, like amount and type of information exposed. The higher the risk score for a specific breach, the more negative consequences that breach can potentially have for an individual. *Breach Clarity* also unlocks the top potential harms and recommended action steps for a victim of each breach, eliminating confusion in a time-is-of-the-essence period for victims. Finally, the tool provides resources for consumers like risk minimization plans from ITRC for data breach and next steps toward remediation.

An on-demand webinar, “Deciphering the Code of Data Breach Notifications,” is now available for viewing on YouTube. Click [here](http://www.idtheftcenter.org) to view the webinar, or visit the ITRC website at [www.idtheftcenter.org](http://www.idtheftcenter.org) for more information.

The Identity Theft Resource Center® is a nationally recognized non-profit organization established to support victims of identity theft in resolving their cases, and to broaden public education and awareness in the understanding of identity theft, data breaches, cybersecurity, scams/fraud, and privacy issues. For more information, visit: [http://www.idtheftcenter.org](http://www.idtheftcenter.org). Futurion is a research-based consultancy focused on consumer identity, digital commerce and financial services. *Breach Clarity* was created based on research of consumer identity crime victims and interviews with experts on the front line of fraud prevention at financial institutions, government agencies, payments networks and more. *Breach Clarity’s* basic outputs are free to all consumers.
May is National Moving Month and begins the busiest moving season of the year. Whether you are moving across town or across the state, it is important to have a plan and to protect yourself and your belongings.

Florida law requires intrastate moving companies and moving brokers to be registered with FDACS prior to conducting business. Under Florida law, professional movers must do the following:

- Provide a written estimate covering the total cost of the move.
- Provide a written contract before performing any services.
- Disclose limitation of liability in writing at the time the estimate or contract for services is rendered.
- Accept a minimum of two of the following three forms of payment:
  - Cash, cashier’s check, money order, traveler’s check
  - Valid personal check
  - Valid credit card

Other moving tips include:

- **Plan Ahead When Possible** – Have at least three companies provide estimates with an on-site visit. Avoid companies that are only willing to do an estimate over the phone or internet.
- **Do Your Homework** – Research whether the company is registered and if any complaints have been filed against them at [www.FloridaConsumerHelp.com](http://www.FloridaConsumerHelp.com) or by calling 1-800-HELP-FLA or 1-800-FL-AYUDA en Español.
- **Read Before You Sign** – Remember, the contract and estimate must be signed and dated by both parties; your signature indicates that you acknowledge and accept its terms. Read the entire contract and estimate thoroughly, ask questions, and do not sign it if you have doubts about anything.
- **Be Aware of Scams** – Scams can occur whether you are dealing directly with a moving company or using a broker. One such scam occurs when a moving company quotes a low price in order to secure your business, then increases the cost substantially after loading your household goods onto the truck. Keep a copy of your contract with you during the move to be able to show law enforcement if necessary.
- **Make complaints in writing** - Consumers who are not satisfied should make the mover aware of their claim, in writing, as quickly as possible. If the company does not handle your claim satisfactorily, you may also file a complaint with the Division of Consumer Services. To file a complaint, visit us online at [www.FloridaConsumerHelp.com](http://www.FloridaConsumerHelp.com) or call 1-800-HELP-FLA (435-7352) or 1-800-FL-AYUDA (352-9832) en Español.
Combating Spoofed Robocalls with Caller ID Authentication

Caller ID authentication is a new system aimed at combating illegal caller ID spoofing. This system, called SHAKEN/STIR, is critical to protecting consumers from scam spoofed robocalls and would help prevent scam artists from illegally spoofing a caller ID in order to trick consumers into answering their phones. The system would also help consumers and law enforcement to more easily identify the source of illegal robocalls.

On November 5, 2018, the Federal Communications Commission (FCC) sent letters to telephone service providers asking that they establish concrete plans to protect their customers using the SHAKEN/STIR standards and provide a timeline for deployment of a call authentication system.

How did your telephone service provider respond to the FCC’s demand to implement a call authentication system to help prevent illegal spoofing?

Find your service provider’s response at https://www.fcc.gov/call-authentication.