



Texas Department of Motor Vehicles

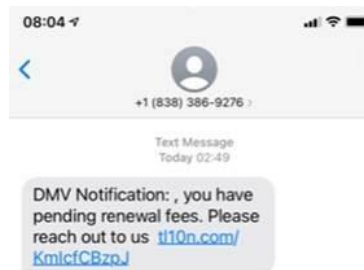
HELPING TEXANS GO. HELPING TEXAS GROW.

Good afternoon,

The Texas Department of Motor Vehicles (TxDMV) has become aware that some customers are experiencing instances of information requests (via text messaging) purporting to come from TxDMV. This is known as *phishing* (the fraudulent practice of sending emails purporting to be from reputable companies in order to induce individuals to reveal personal information). A form of phishing, *smishing* is when someone tries to trick you into giving them your private information via a text or SMS message to your cell phone.

To you, our valued TxDMV customer, we cannot stress enough that **TxDmv will never reach out directly via email, or text, requesting any personal information from you.** If you receive such an email or text message purporting to be from TxDMV, please do not respond to it. Trust your intuition. If an email or text message purporting to come from TxDMV just seems odd, or out of the ordinary, please ignore it. For your peace of mind, it is best to contact TxDMV directly if any messaging seems suspicious.

Here is an example of a fraudulent text message received by some TxDMV customers:



Here is the best recommended action you can take upon receipt of such a message:

Do not click on any links within the message. Block the sender of this message on your cell phone. Delete the text message. Use your own best judgement and trust your intuition.

Smishing is becoming an emerging and growing threat in the world of online security. To learn more about fraudulent messaging and text messages, we recommend the following informational link which should prove very helpful:

<https://efraudprevention.net/home/templates/?a=3>

As always, be safe, be vigilant and exercise caution in your day-to-day communication needs via email or text.

Thank you,

Texas Department of Motor Vehicles
IT Department