

Fake package and toll texts

Easy · 5 min · Free

A text says a package can't be delivered or you owe a toll, with a link to pay. It's almost always a scam. Don't tap the link. Check by going to the real website or app yourself, forward the text to 7726, then delete it.

YOU'LL NEED

- ☐ Your phone
- ☐ The real website or app for your toll account or the shipper, typed in yourself

WHAT TO KNOW

- 1 **Spot the pattern: a text out of the blue says you owe a small toll or a package needs a fee or new address, and you need to act now.** Scammers pretend to be tolling agencies everywhere and send texts demanding money.
- 2 **Don't tap the link or reply.** The link leads to a page that asks for your card or bank details. Tapping can also give scammers personal information like your driver's license number, and they could steal your identity.
- 3 **Know how USPS works.** USPS won't text or email you unless you first asked for tracking with a tracking number, and those texts won't contain a link.
- 4 **Check it yourself.** Contact the toll agency using a phone number or website you know is real, not anything in the text. For packages, open the shipper's app or type its website yourself and enter your tracking number.
- 5 **Report it.** Use your phone's "report junk" option, or forward the text to 7726 (SPAM). You can also report it at [ReportFraud.ftc.gov](https://www.ftc.gov/report-fraud). For fake USPS texts, email spam@usps.gov.
- 6 **Then delete it.**
- 7 **Turn on spam filtering.** Your phone may be able to filter and block messages from unknown senders.

Watch out Real companies won't email or text you a link to update your payment information. Any text with a link and a deadline about money gets checked another way first.

DAD NOTE *The scam works because it's a small amount and it says hurry. Nothing about a toll or a package is so urgent you can't check it yourself in five minutes.*

Full lesson: aptkeys.com/tools/spotting-scams/fake-package-and-toll-texts/

Checked October 3, 2026. Sources: Federal Trade Commission; U.S. Postal Inspection Service.