SAMPLE

Excerpt from: Scam Shield Playbook

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DOUBLEPROOF

Family Scam-Shield Playbook

A practical playbook to protect your family from scam calls, texts, and fraud

The 60-second verification system every family can use

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Welcome

You made the smart move

Scammers don't hack computers. They hack **trust**. They call your mother at dinner, text your teenager at midnight, and pretend to be your bank on a Tuesday morning — because a scared, rushed person says yes before they think. In 2025, Americans lost over $12.5 billion to fraud according to the FTC, and the real number is certainly higher: most victims never report out of shame.

This playbook gives your family something scammers can't beat: a **simple system**. One code word. One 60-second check. Clear rules for every phone call, text, and message. No jargon. No fear. Just habits that take minutes to set up and seconds to use.

How to use this playbook:

- Read it once, all the way through — about 45 minutes.
- Pick your family code word (Chapter 3) and share it at dinner tonight.
- Tape the fridge card (Chapter 4) where everyone can see it.
- Run the 10-minute drill (Chapter 8) once a month.
- If something already happened, jump straight to Chapter 6 — the first 60 minutes matter most.

> **KEY RULE**
>
> A real caller will always let you hang up and call back. A scammer will always try to stop you. That is the whole game — and now your family knows it.

Who this is for: families with grandparents who answer every call, teenagers who live on their phones, and busy parents in the middle who become the family IT department by default. If that sounds like your house, you're in the right place.

A note on shame: If someone in your family has already been scammed, start here: it is not their fault. Scam operations are billion-dollar businesses with scripts written by psychologists, call centers with quality assurance, and technology that spoofs any number on earth. Falling for it doesn't mean you're foolish — it means you're human. What matters is what you do next, and this playbook covers exactly that in Chapter 6.

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What's Inside

Your roadmap

1 **How Scammers Work**

The 8 schemes used against families — with word-for-word transcripts

2 **The Psychology of the Scam**

Why smart people fall for it — urgency, authority, fear, and how to break each spell

3 **The Family Code Word**

Your secret password against impostors — setup guide

4 **The 60-Second Call Verification**

Stop → Verify → Ask — the system that defeats 90% of phone scams

5 **Text & Email Scams**

Smishing, phishing, QR scams — with real examples

6 **If It Happened**

What to do in the first 60 minutes — minute-by-minute plan

7 **Shield by Family Member**

Custom rules for grandparents, teens, kids, and you

8 **Monthly 10-Minute Drill**

A full year of practice scenarios

9 **Scam-Proof Your Devices**

10 settings that block most attempts before they reach you

10 **The Scammer's Playbook, Exposed**

Annotated transcripts: hear the tricks as they happen

11 **Emergency Numbers & Resources**

Who to call, where to report — save these tonight

12 **Your Family Action Plan**

Worksheets to fill in at the dinner table

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