

Thank you for calling the [court name], located at [address].

We are helping other customers at this time, but someone will be with you soon.

Your estimated wait time is \_\_\_\_\_ minutes. *(If there is technology that allows the court to estimate the wait time, this would be a helpful place to add it.)*

Our business hours are [business days and hours], excluding court holidays. Directions, court forms, information about jury service, and much more can be found on our website [spell out website address]. Again, that's [spell out website address].

Did you get a call, text message, or email saying you missed court or failed to appear for jury service and you must arrange payment to avoid being arrested? That's wrong! Did someone who said they were a court official tell you a loved one is in jail and you need to arrange to pay their bail right away? That's very likely a lie! Did you get what looks like a court document that asks you to provide private information through e-mail? Check before you send!

Scammers come in all shapes and sizes, but they have a common desire: they want your money or your personal information. Don't give it to them.

Make sure you recognize the texter, e-mail sender, or caller from previous court interactions. Or, contact the court directly to confirm such requests are legitimate using a telephone number you find from a trusted source like the court's website or a phone book - don't use a phone number or e-mail address the scammers give you and don't click on links if you're not sure of the sender.

The [name of court] offers this information to help protect our community. Please contact us immediately to check on a suspicious document or to report a suspected scam.