

# Fake Signal Support “Bot” Scam

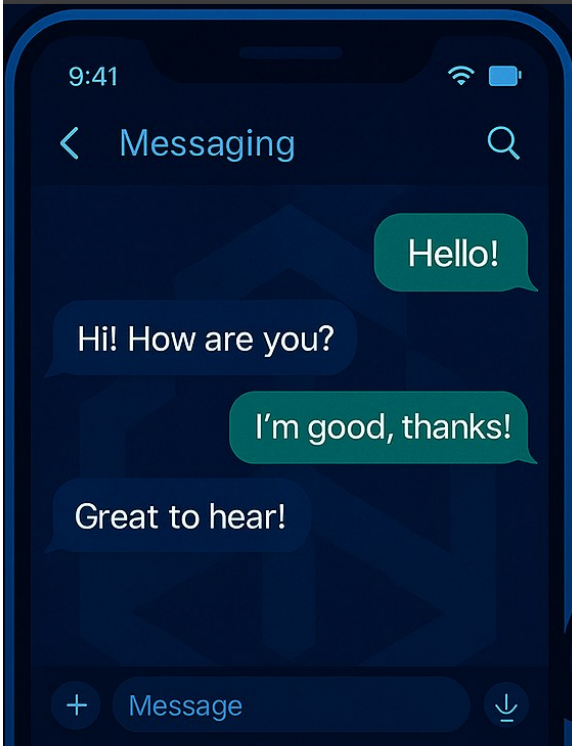
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Contact with Signal or any Signal representative will only come from an @signal.org email address not from within the app.

If anyone contacts you within Signal claiming to be a chat bot, security, support or representative from Signal, it is a SCAM. Immediately select Report and choose to Report and Block.

Message from Signal concerning the fake support scam

**WARNING: Do not interact with this message in any way. Select the report button on the block to help Signal’s actual security team identify the malicious user and remove them from the service.**



On 18 November 2025, ABR became aware of a new scam on the popular messaging application Signal. Users have been receiving messages from an unknown user named “Signal Support”. The message notifies users that Signal has detected malicious attempts to gain access to their private data within the application.

The message, claiming that it’s from Signal’s Security Support Chatbot, also asks users to provide their personal verification code in an effort to “pass verification procedures”. It even goes so far as telling users not to share their code with anyone, even “SIGNAL EMPLOYEES”.

**If you receive this message, immediately select [Report...] and then select [Report and Block]. This will notify Signal’s actual support team and will help them identify and ban the malicious actors.**

**If you have already accepted the message, stop interacting with the malicious user, click on the user icon at the top and select [Chat Settings] > [Report Spam]. After reporting the user, change your verification code through the Signal app’s Settings menu.**

**If you believe your account has been compromised, immediately delete your account and create a new one.**

Remember: Signal will never send you a message about your account. Do not provide your verification code to anyone, at anytime.

