

Professional Licensing Agency
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Indianapolis, IN 46204



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IMPORTANT NOTICE:

PLA and the Indiana Board of Pharmacy Warn Pharmacists and Pharmacy Technicians of Vishing Phone Call Scam(s) and Fraudulent Letters, threatening Pharmacists and Pharmacy Technicians with Investigations, Discipline

The Indiana Professional Licensing Agency (PLA) and the Indiana Board of Pharmacy have recently received reports of scam, voice phishing (vishing) phone calls targeting licensed pharmacists and licensed pharmacy technicians. The callers identify themselves as the PLA, or the Indiana Board of Pharmacy, and state that the practitioner is under investigation and threaten discipline and/or legal action against the practitioner. The callers may also direct the practitioner to provide payment over the phone, and/or direct the practitioner to retrieve documentation from some disclosed physical location, such as a place of business completely unassociated with the PLA or the Indiana Board of Pharmacy. These callers may also be spoofing legitimate PLA phone numbers. Some practitioners have also received fraudulent letters, provided on fake PLA and/or U.S. Department of Justice letterhead. These letters cite violations of federal law and direct the practitioner, as the "Suppliant," to enter into a "Federal Bond and Protocol Agreement" and pay a "federal bond fee."

For our licensed pharmacists' and licensed pharmacy technicians' reference and awareness, information is provided [here](#) on the PLA's website, and [here](#) on the Office of the Attorney General's website, that explains the formal administrative process and steps that will be followed if a practitioner is being investigated by the Office of the Attorney General upon receipt of a consumer complaint. This information also explains the process of the formal disciplinary administrative proceeding that may follow before the practitioner's licensing board, to potentially impose a sanction or sanctions against the practitioner's license. A practitioner's license will never be disciplined, and a practitioner will never be subject to paying any fines or civil penalties, without being provided the appropriate due process through a formal administrative proceeding first. PLA and the Indiana Board of Pharmacy remind our licensed pharmacists and licensed pharmacy technicians of the following:

- PLA, the Indiana Board of Pharmacy, and the Office of the Attorney General will **NEVER** threaten practitioners with discipline or legal action over the phone. PLA, the Indiana Board of Pharmacy, and the Office of the Attorney General will strictly adhere to all of the administrative steps referenced on our websites when initiating potential disciplinary action and will strictly adhere to all requirements of Indiana state law. Litigation filings, such as notices and orders, will be served directly to pharmacists **in writing**, by mail, email, or personal service through official channels of communication.

- PLA, the Indiana Board of Pharmacy, and the Office of the Attorney General will **NEVER** contact practitioners by phone to request or demand payment of any fees, fines, or civil penalties.
- PLA, the Indiana Board of Pharmacy, and the Office of the Attorney General will **NEVER** request or demand payment of any fees, fines, or civil penalties through wire transfer, nor request payment be wired or otherwise transferred to a foreign country.
- PLA, the Indiana Board of Pharmacy, and the Office of the Attorney General will **NEVER** direct practitioners to travel or appear at physical location, particularly any completely unassociated business location, to obtain litigation documents or filings. Again, all litigation filings, such as notices and orders, will be served directly to practitioners **in writing** through official channels of communication.
- Practitioners should **NEVER** provide anyone their personal information or financial information over the phone, by text message, or by fax.
- Practitioners should **ALWAYS** be cautious of any calls or communications that use aggressive, threatening language and demand immediate action be taken to avoid consequences.
- Practitioners are encouraged to contact their local law enforcement agencies, [Indiana State Police](#), and/or the [Office of the Attorney General's Consumer Protection Division](#) if they believe they have become a victim of a scam. Many scams may also be reported to the [Federal Trade Commission](#).

PLA and the Indiana Board of Pharmacy encourage our licensed pharmacists and licensed pharmacy technicians to remain vigilant and cautious of any and all communications received concerning their licensure. Licensed pharmacists and licensed pharmacy technicians are also encouraged to contact PLA and the Licensing Enforcement (LE) and Homeowner Protection Unit (HPU) Division of the Office of the Attorney General's Consumer Protection Division in the event that they wish to verify any official agency or board communications. PLA's Indiana Board of Pharmacy staff may be reached by email at pla4@pla.in.gov and by phone at (317) 232-2960. Specific inquiries concerning litigation before the Indiana Board of Pharmacy may also be directed to clerk@pla.in.gov. The Office of the Attorney General's Consumer Protection Division may be reached by phone at (317) 232-6330 or (800) 382-5516.