



## Permit Scam Alert - December 2025

### Beware of Scam Emails Targeting Permit Applicants

The Town of Wellesley is alerting the community to cyber scams that may target people who have recently applied for building, electrical, plumbing, zoning, or other municipal permits. Officials just learned about this scam from residents who have received fraudulent emails.

In these scams, criminals may use **publicly available information** (such as online permit activity or permitting records) to identify applicants and then contact them - often by email, text message, or phone - posing as a Town employee, inspector, or a contractor working "with the Town." The goal is typically to **trick you into redirecting a payment** (for example, permit fees, inspection fees, re-inspection fees, or other charges) to a fraudulent account, website, or payment app.

#### What these scams can look like

You may receive a message that:

- Requests an urgent payment to "avoid delays," "prevent cancellation," or "schedule an inspection"
- Provides **new wiring instructions** (ACH/wire transfer), or asks you to pay via gift cards, cryptocurrency, or a payment app
- Includes an invoice that looks official, links to a look-alike payment site, or uses a sender name similar to a Town department
- Asks you to confirm banking details, login credentials, or personal information

#### How to protect yourself

Please use the following precautions before making any payment related to a Town of Wellesley permit:

- **Do not rely on contact information in the message.** Instead, verify the request by calling the specific department using the phone number listed on the [official Town of Wellesley website](#) (or from a prior bill you know is legitimate).
- **Be suspicious of last-minute "updated" payment instructions.** If you're asked to change where or how you pay, pause and verify through official channels.
- **Do not click links or open attachments** from unexpected messages. If you need to pay an online fee, navigate directly to the Town's website by typing the address into your browser.
- **Never share passwords or banking information** in response to an email,

text, or phone call.

- If you have a contractor, **confirm directly with them** using a known phone number - scammers may impersonate contractors or subcontractors.

### **If you think you were contacted - or if you already paid**

If you receive a suspicious message or believe you may have sent funds to a scammer:

1. **Stop payment immediately** (contact your bank or payment provider right away).
2. **Save the message** (email headers, screenshots, invoices, payment instructions).
3. **Report it to the Town** so we can help warn others.
  - Contact the **Wellesley Police Department non-emergency line at 781-235-1212**
  - Consider [contacting the FTC Fraud Division](#)

**Please Note:** The Town will **never** ask you to send permit-related payments to unfamiliar accounts or via gift cards, crypto, or peer-to-peer payment apps. When in doubt, **pause and verify** using official contact information.

Thank you for educating yourself and helping keep everyone in our community safe from scams.



### **Holiday Closures**

In observance of the upcoming Christmas and New Year holidays, Town offices and the Wellesley Free Libraries will have the following schedule:

- **Wednesday, December 24:** Town offices close at 12 noon. Libraries close at 1 p.m.
- **Thursday, December 25:** Buildings closed all day
- **Wednesday, December 31:** Town offices close at 12 noon. Libraries close at 1 p.m.
- **Thursday, January 1:** Buildings closed all day.

Regular business hours resume on Friday, December 26 and Friday, January 2, but please check specific departments as open and closed hours may vary.

The Recycling and Disposal Facility (RDF) will follow regular hours on Wednesday, December 24 and Wednesday, December 31, closing at 12 noon. The RDF will be closed on Thursday, December 25 and Thursday, January 1, 2026.

Have a safe and happy holiday!



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