

# Reporting a Cryptocurrency Loss

## U.S. Secret Service – Client Phone Guide

If you've lost cryptocurrency to a scam, you can report it directly to a local field office of the **United States Secret Service**. This guide is here to help you make that call with confidence.

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### What to Say When You Call

You can read this slowly and in your own words.

#### Start the call

Hi, my name is **[your name]**. I'm calling because I lost cryptocurrency in a scam and would like to report it.

#### Where you're located

I live in **[city and state]**, and the loss happened around **[date or time period]**.

#### What happened

I believe I was the victim of a **[crypto scam / investment scam / romance scam / impersonation / other]**, and I lost about **[amount in dollars or crypto]**.

#### Let them know you have records

The money was sent from **[exchange or wallet name, if known]** to one or more crypto wallet addresses.

I have transaction IDs, wallet addresses, screenshots, and messages if needed.

#### Ask for next steps

What is the best way to send this information to your office?

Is there a case or reference number I should write down?

### If you have a forensic report (only if true)

I also have a cryptocurrency forensic report that documents the transactions.

### Before ending the call

Is there a specific email address, agent, or form I should use to send my documents?

### Close

Thank you for your time and for explaining this to me. I appreciate your help.

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## What to Have Ready (If You Have It)

You do **not** need everything listed—just bring what you have.

- Transaction IDs (TXIDs)
- Wallet addresses
- Dates and times of transactions
- Amount lost (USD and/or crypto)
- Exchange or platform names
- Screenshots, emails, messages, contracts
- Your phone number and email address

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## Helpful Reporting Options

- Call your **nearest U.S. Secret Service field office**
- Email: **CryptoFraud@SecretService.gov**
- Phone: **1-888-813-USSS**

You may also choose to file reports with:

- FBI Internet Crime Complaint Center (IC3)
- Federal Trade Commission (FTC)

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**Go-Crypto** provides education and support to help you organize information and understand next steps at your own pace.