

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.

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.

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
-

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)
-

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

Educating. Investigating. Protecting Digital Assets.

Visit us at <https://www.go-crypto.org>