

DANA NESSEL



MICHIGAN ATTORNEY GENERAL

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AG Nessel Shares Warning About Deceptive Door-to-Door Sales Representatives

LANSING – Michigan Attorney General Dana Nessel wants to make Michigan residents aware of a scam being perpetrated by individuals claiming to be home or business security sales representatives.

There have been reports of individuals showing up at homes and claiming to work for ADT, a contractor hired by ADT, or a company that allegedly purchased ADT. Typically, they will have no uniform or ADT identification. The point of the scam is to get the homeowner to sign up for a new service.

“People invest in security systems to help keep their homes and businesses safe, not to become the target of imposters who aim to do the opposite,” Nessel said. “It’s important to be aware that bad actors may appear at your door purporting to be from ADT or another security company. Consumers should be cautious and ask solicitors for identification, review the terms and all documents they provide thoroughly and ensure you understand what that means for the security of your family, your home, and your business.”

ADT has provided [tips to help you protect yourself](#) from deceptive sales representatives and door-to-door scammers.

- Use ADT’s [credential verification tool](#) to verify the person’s credentials while they’re at your door by entering the representative’s ID number or by going to [ADT’s website](#) for an ADT-authorized dealer and select your state to see if the dealer’s name is listed.
- When in doubt about whether a representative was sent by ADT to upgrade or test your system, call 800-ADT-ASAP to verify the work order before you let them into your home.
- Don’t give in to high-pressure sales tactics or crack under the pressure. You have no obligation to buy something “right now” without being fully informed.
- Listen for phrases that deceptive salespeople may use. These are some common phrases that have been used by unscrupulous sales representatives in previous years:

- "We are here to upgrade your ADT system."
- "I'm with the company that manufactured your alarm system."
- "ADT just monitors your home; they do not service the equipment."
- "Your service will be canceled because another company is taking over ADT."
- "ADT is no longer covering your area."
- "ADT systems are more vulnerable to burglaries."

Here are a few general things to know about door-to-door solicitors and what you can do to protect yourself:

- **Look to see who is visiting before opening the door.** If you don't recognize the person, don't open the door. It's safer to speak to strangers through your door.
- **Don't open your door at odd hours.** Solicitors shouldn't be knocking on your door before 8 a.m. or after 9 p.m.
- **Don't crack under the pressure.** You have no obligation to buy something "right now." You can ask them to make an appointment to come back when it's convenient for you.
- **Reserve your right to say "no."** The longer you engage in the conversation, the greater the chance you will commit to something. The swift ending of a conversation can stop a crime before it takes place.
- **Remember that you are in charge.** If you feel intimidated, pressured, or threatened at any time, call 911.

If you think you have been a victim of a deceptive sales scam, you can [file a consumer complaint](#) or get additional information by contacting the Michigan [Department of Attorney General](#).

Consumer Protection Team
P.O. Box 30213
Lansing, MI 48909
517-335-7599
Fax: 517-241-3771
Toll-free: 877-765-8388
[Online complaint form](#)



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