



Neosho
FIRE

Important Notice: Fraudulent Fire Department Calls

Attention Business Owners and Staff:

Local fire departments have reported a series of fraudulent phone calls targeting hotels, motels and other businesses in our area, including Joplin, Carthage, and Webb City.

What's Happening?

Scammers are impersonating officials from the fire department or fire marshal's office. They claim your fire alarm system is going off and must be reset immediately. They then walk employees through steps to manually activate fire suppression systems, including:

- Triggering hood suppression systems
- Breaking fusible links
- Activating sprinkler systems

These actions can cause significant damage, disrupt operations, and pose safety risks.

Why It's Dangerous

The callers sound authoritative and urgent, making it easy for untrained staff to follow instructions without verifying the legitimacy of the call.

What You Should Do

- Do not follow instructions from unsolicited callers claiming to be fire officials.
- Verify the caller's identity by contacting your local fire department directly.
- Train staff to recognize suspicious calls and respond appropriately.
- Report incidents immediately to local authorities and your fire department.

Stay Alert. Stay Safe.

Chief Aaron Houk
Neosho Fire Department

