



SAN MATEO POLICE DEPARTMENT

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MEDIA RELEASE / COMMUNITY ALERT

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Retail Scam Awareness and Request for Additional Victims

The San Mateo Police Department urges the public to be aware of retail scams at self-checkout aisles at retail stores within our community.

San Mateo, CA – August 6, 2025 – The San Mateo Police Department wants the public to be aware of a recent trend involving scams at self-checkout aisles at retail stores within our community. This scam commonly involves the targeting of elderly victims and involves suspects working in pairs. Suspects will approach victims within the store in a friendly manner. They will build rapport and confidence, then ask the victim to pay for items such as essential food, medicine or childcare products. While the victim is distracted, suspects will charge multiple other items on the victim's payment card, without their knowledge.

If you or any friends or family members may have been a victim of a similar scam, please report to the San Mateo Police Department immediately. We ask our community members to stay alert and protect yourselves, finances, and property. We encourage reporting crimes and suspicious activities. If you see a suspicious person, vehicle, or activity, call SMPD. Trust your instincts. See Something, Say Something.

MEDIA CONTACT

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