



FRAUD ADVISORY: PERSISTENT NAVY LODGING SCAM TARGETING DON PERSONNEL AND FAMILIES

Since 2024, Department of Navy (DON) personnel and their family members have fallen victim to an ongoing lodging scam wherein individuals are unwittingly providing their personal and financial information to unidentified actors via a fraudulent DON-affiliated lodging reservation phone number.

The fraudulent phone number closely resembles legitimate Navy Lodge and Navy Gateway Inns & Suites (NGIS) reservation phone numbers. It has been intentionally and unintentionally advertised via online search engines, lodging websites tailored for Department of War (DoW) personnel, and some DoW-affiliated websites and documents.

When calling the fraudulent reservation booking phone number (1-800-NAVY-BED), victims are greeted by scammers acting as legitimate booking agents for Navy lodging or a generic reservation desk. The impersonator then collects personal details and credit card numbers from victims while claiming to book the requested lodging stay.

Despite prior detection of this scheme, the deceptive reservation booking line remains operational, posing ongoing risks to DON personnel and their family members. DON/DoW-affiliated personnel continue to fall victim to this scam when attempting to make reservations, resulting in compromises of sensitive information including names, addresses, birthdates, DoW ID numbers, credit card numbers, and more.

LEGITIMATE

Navy Gateway Inns & Suites (NGIS)

1-877-NAVY-BED
1-877-628-9233

Navy Lodge (Central Reservations)

1-800-NAVY-INN
1-800-628-9466

FRAUDULENT

1-800-NAVY-BED
1-800-628-9233

Prevent & Report

DON personnel and their family members are encouraged to follow the below actions to prevent and report any suspected fraudulent activity associated with Navy lodging reservations:

- **Use only verified numbers**
Do not trust phone numbers generated through general online searches. Bookmark and use the official reservation phone lines only.
- **Verify existing reservations**
If you are unsure if you booked through a legitimate channel, contact NGIS directly to verify your stay.
- **Report suspicious activity**
If you encounter this scam, report it to your chain of command, local NCIS offices, or via the NCIS Tips Web and Mobile Reporting app at: www.ncis.navy.mil
- **Protect financial data**
If you suspect your financial data has been compromised, contact your associated bank or financial institution immediately to lock your accounts.



REPORTING IS ANONYMOUS

SUBMIT A TIP AT
WWW.NCIS.NAVY.MIL

