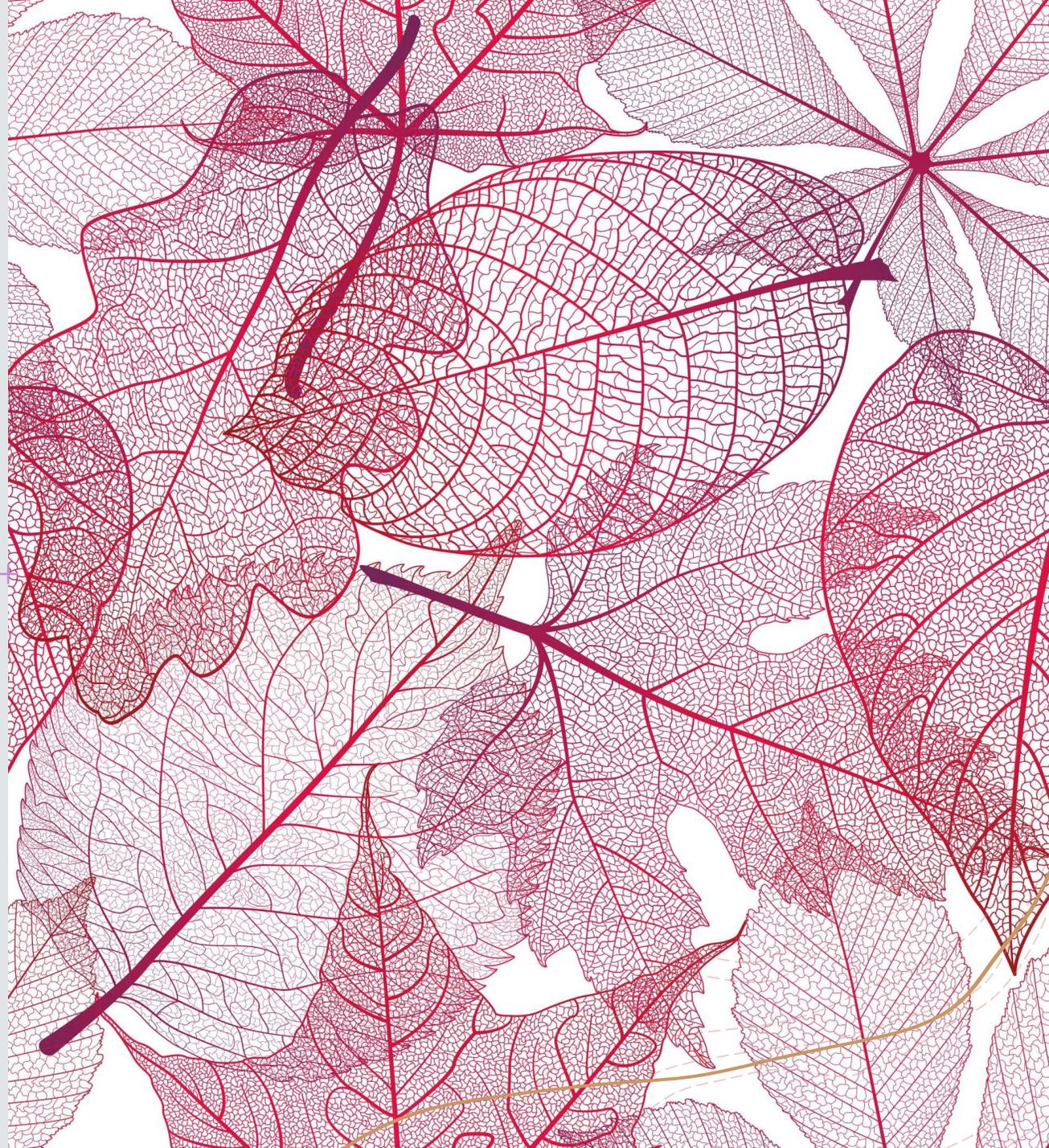


# Elder Fraud:

Red Flags and Safeguards





# Funny Grandpa Jokes And Puns

- + My granddad asked me how to print on his computer.
- + I told him it's Ctrl-P.
- + He said he hasn't been able to do that for ages.

# Red Flags and Safeguards

+ Calvin Shivers, a former assistant director of the FBI's Criminal Investigative Division. "Criminals gain their targets' trust or use tactics of intimidation and threats to take advantage of their victims" he said, adding that Americans over 60 are the group most likely to be victimized. Paul Brandus - Dec 11, 2021

# Statistics

## + Meet the Scams: The worst of 2020

Method of Contact	% of Total	Consumer Age	% of Total	Payment Method	% of Total
Websites	47.34%	Under 18	0.71%	Credit card	44.03%
Phone	34.28%	18-25	13.39%	Wire transfer	24.57%
Email	7.69%	26-35	15.54%	Bank debit card	14.44%
In person	4.24%	36-45	16.38%	Other*	8.02%
Postal mail	4.54%	46-55	14.00%	Bank account debit	5.13%
Other (in person, tv/radio, print, fax, etc.)	1.90%	56-65	15.94%	Check	3.80%
		Above 65	24.05%		

- + Age 65 and above rank the highest of age groups at 24.05% followed by 36-45 years old at 16.38%.
- + Credit Card (44.03%) and wire transfer (24.57%) were among the highest payment types used by fraudsters.
- + <https://fraud.org/top-ten-scams-20/>

# Red Flags

## + Confidence Fraud and Romance Scams

- + This is the biggest type of online crime of all, says the FBI's annual "Elder Fraud Report," which accounted for some \$281 million in losses last year (2021)
- + Criminals pose as interested romantic partners on social media or dating websites to capitalize on their elderly victims' desire to find companions.

# Safeguards

- + Tips for Avoiding Romance Scams:
- + Be careful what you post and make public online. Scammers can use details shared on social media and dating sites to better understand and target you.
- + Research the person's photo and profile using online searches to see if the image, name, or details have been used elsewhere.
- + Go slowly and ask lots of questions.

# Red Flags

- + Compromised emails

- + This is the second single-biggest source of scams against older Americans, the FBI says.

# Safeguards

- + Never click on attachments from a “government agency,” bank or store—just don’t.

# Red Flags

## + 'Tech Support'

- + The FBI defines these crimes as occurring when you get an email or popup notice saying that your computer has a virus or some other problem that needs immediate attention.
- + To fix it, just click on this attachment!
- + Criminals pose as technology support representatives and offer to fix non-existent computer issues. The scammers gain remote access to victims' devices and sensitive information.

# Safeguards

- + Don't click on anything, don't call any toll free "Help Desk" number.

# Red Flags

- + Investment
- + Real Estate / Rental
- + Government Impersonation
- + Spoofing
- + Non-Delivery
- + Identity theft
- + Lottery / Sweepstakes / Inheritance
- + Grandparent scam
- + Home repair
- + TV / Radio
- + Family / Caregiver

# Safeguards

- + Recognize scam attempts and end all communication with the perpetrator.
- + Resist the pressure to act quickly. Scammers create a sense of urgency to produce fear and lure victims into immediate action. Call the police immediately if you feel there is a danger to yourself or a loved one.
- + Be cautious of unsolicited phone calls, mailings, and door-to-door services offers.

# Safeguards

## + Alerts to Trusted Contacts

### Financial institutions can help prevent elder financial exploitation with alerts to trusted contacts

The Consumer Financial Protection Bureau (CFPB) provides voluntary recommendations in this advisory for financial institutions to help them prevent elder financial exploitation with alerts to trusted contacts.

Your institution may already permit, or may someday permit, account holders to designate a trusted contact person for your staff to contact with specific concerns. For example, an account holder may identify a family member or close friend to contact if staff suspects that the account holder if you suspect that the account holder may be at risk of financial exploitation. A trusted contact is an emergency financial contact who can step in to help protect the account holder.

This can be a helpful service for account holders and can also signal to consumers that your institution is taking steps to help protect their assets and prevent financial exploitation. This advisory examines how alerts to a trusted contact can be helpful for your institution and your account holders.

#### How might alerts to a trusted contact help during a suspicious situation?

*Lara, a long-time account holder, listed her adult daughter as a trusted contact and provided written*



*consent for the financial institution to contact her daughter if there is a concern that Lara might be at risk of financial exploitation.*

Today, Lara visits a branch to wire a large sum of money to a new friend overseas for an emergency situation, which is uncharacteristic behavior for Lara. The teller asks some questions about the situation and suspects that Lara may be experiencing a scam. The teller alerts a supervisor, who speaks with Lara further and expresses concerns about the transaction. If a discussion with Lara does not relieve concerns about the threat, financial institution staff could reach out to Lara's daughter about their concerns and encourage her to intervene.

### Choosing a trusted contact person can help you protect your money

Banks and credit unions sometimes become concerned that an account holder is experiencing fraud, a health crisis, or another emergency that affects their financial affairs.

In one emerging practice, banks and credit unions may allow you to choose one or more trusted contacts, like an adult child or close friend, who your bank or credit union can reach out to for extra help in emergency situations. You can add a trusted contact person to your brokerage accounts, too. This is a way that your financial professionals can help protect your financial well-being.

#### Let's take a look at how this might work, and how choosing a trusted contact could help you safeguard your finances.

Imagine you have a friend named Lara. Lara listed her adult daughter as a trusted contact with her credit



union. Lara provided her formal consent for the credit union to contact her daughter if the credit union has trouble reaching Lara or believes she is experiencing financial exploitation.

Today, the credit union notices a large withdrawal from Lara's account. Lara does not usually make large withdrawals, so the credit union suspects the transaction may be fraudulent. The credit union calls Lara and sends her an email alert, but Lara doesn't respond.

# Reporting Elder Fraud

- + Contact your local FBI field office
  - + <https://www.fbi.gov/contact-us/field-offices>
- + Tip Line
  - + <http://tips.fbi.gov>
- + Local Law Enforcement



# Questions