

**SCAMS, FINANCIAL LITERACY
& OLDER ADULTS**
STATE & FEDERAL PERSPECTIVES



Scams on Older Adults

Trends, Tips & Tools





TRENDS



Consumer Sentinel 2017

CONSUMER
SENTINEL
NETWORK
DATA BOOK 2017

SNAPSHOT

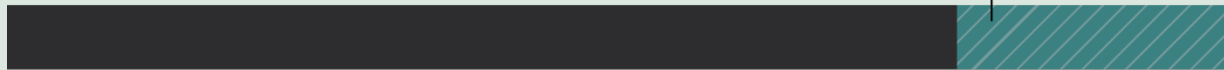
2.7
MILLION
REPORTS

TOP THREE CATEGORIES

1. Debt collection
2. Identity theft
3. Imposter scams

1.1 million fraud reports

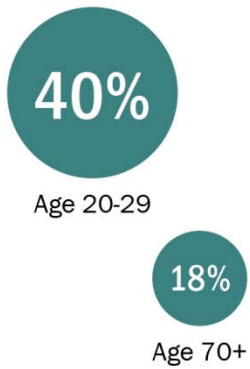
21% reported
a loss



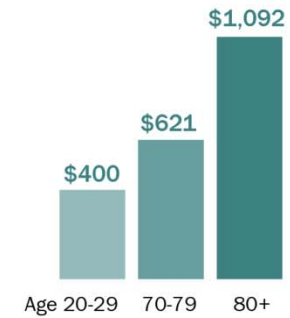
\$905 million
total fraud losses

\$429
median loss

Younger people reported losing money to fraud more often than older people.



But when people aged 70+ had a loss, the median loss was much higher.



Imposter Scams



1 IN 5 PEOPLE
LOST MONEY

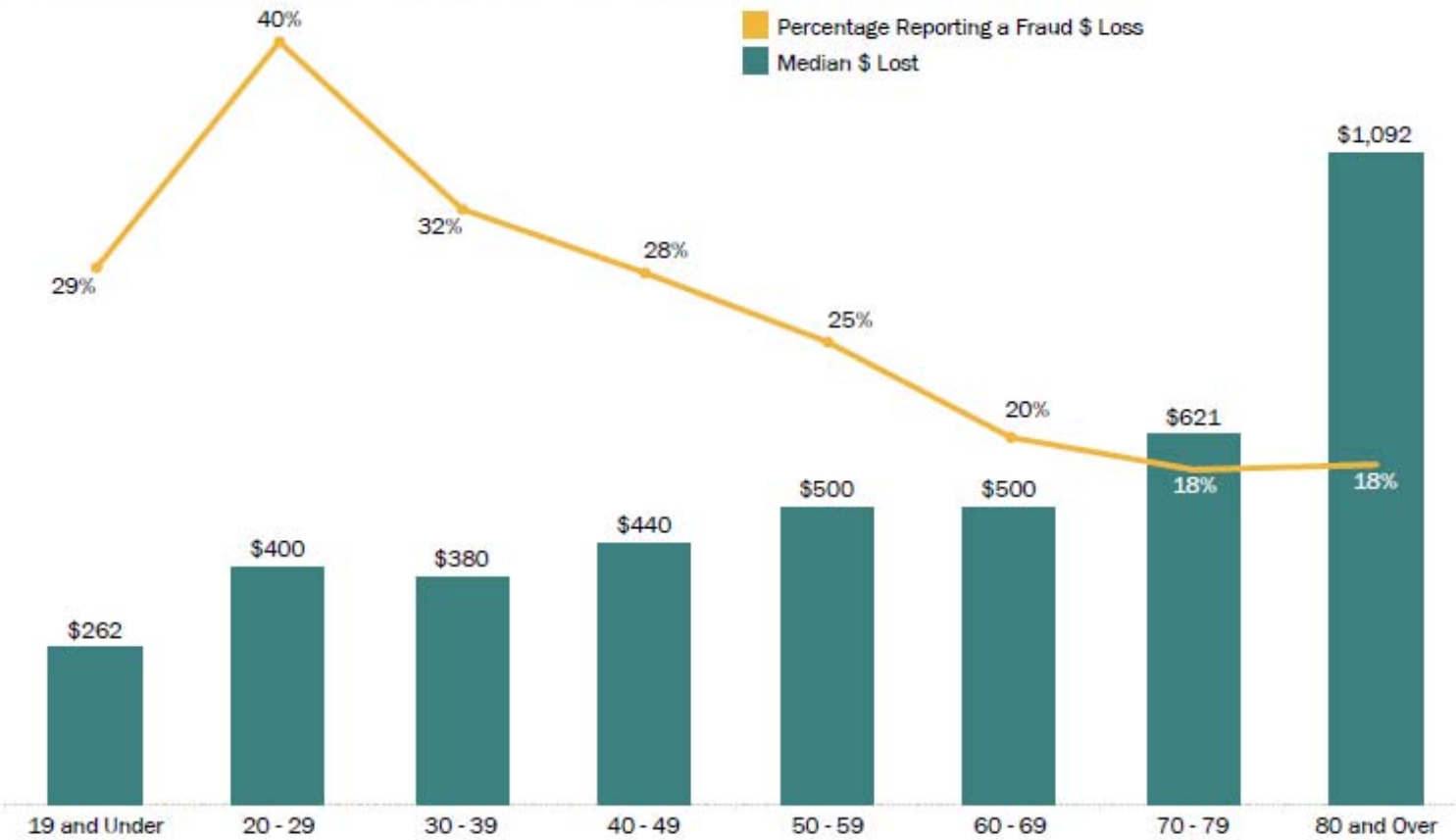
\$328 million reported lost
\$500 median loss

Identity Theft

23% ↑
Credit card fraud

46% ↓
Tax fraud

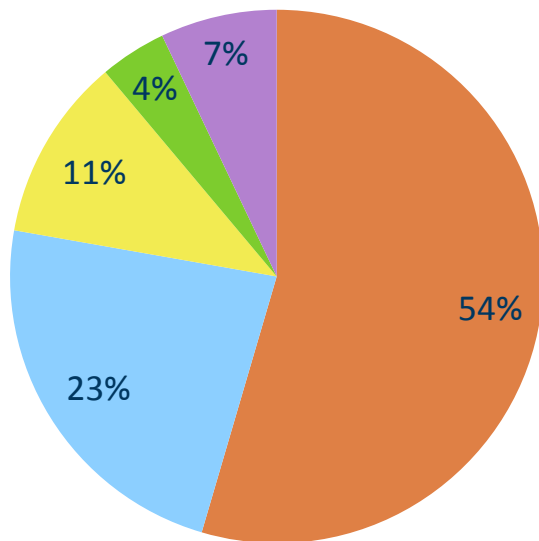
Percentage Reporting a Fraud Loss and Median Loss by Age



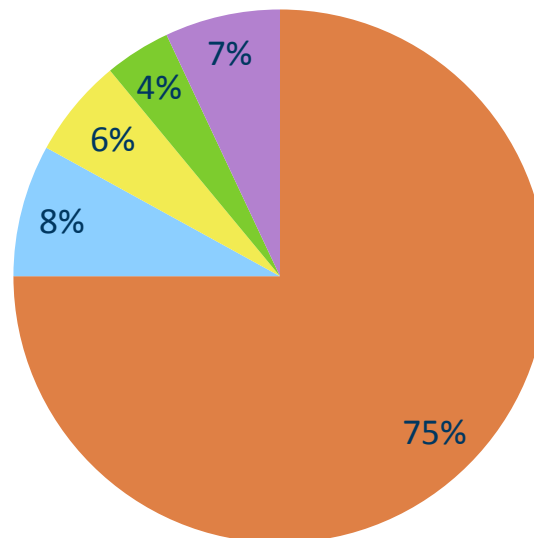
Of the 1,138,306 total fraud reports in 2017, 49% included consumer age information.

Company's Method of Contacting Consumers – 2014 - 2016

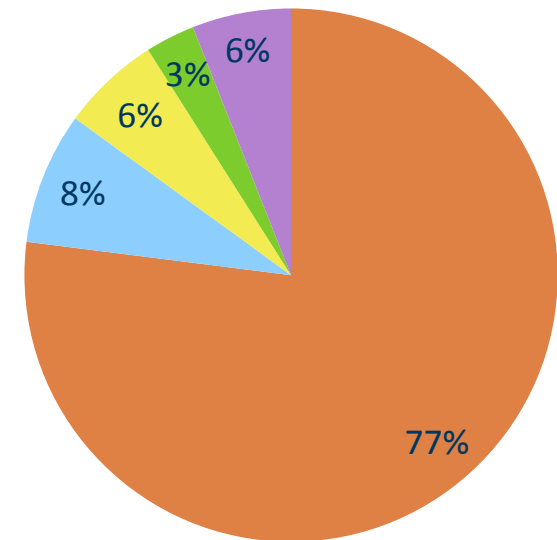
2014



2015

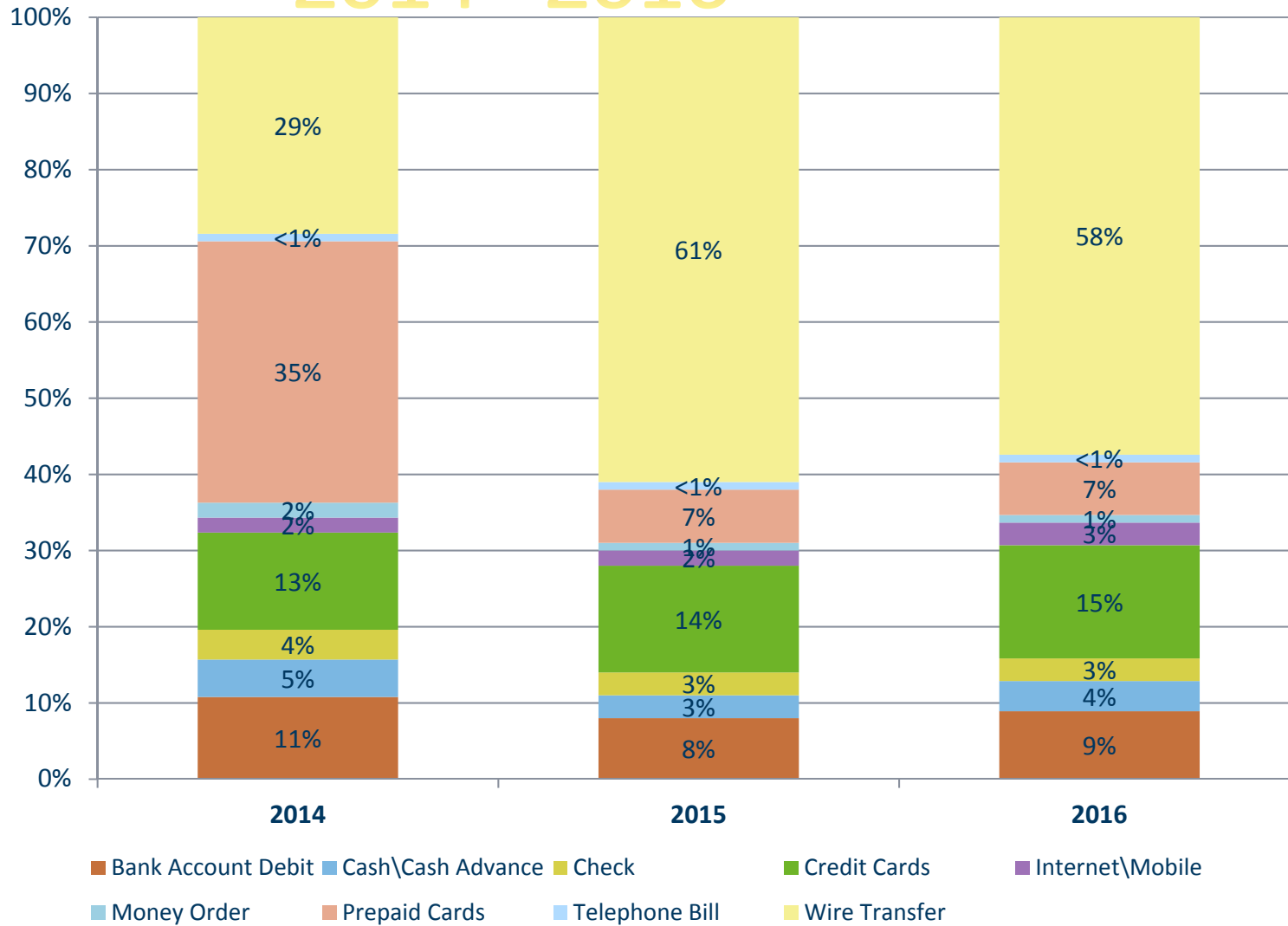


2016



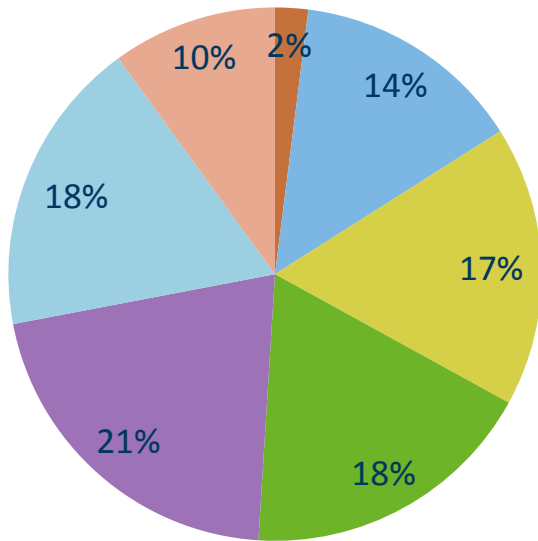
■ Phone ■ E-mail ■ Internet - Web Site\Others ■ Mail ■ Other

Method of Consumer Payment – 2014 - 2016

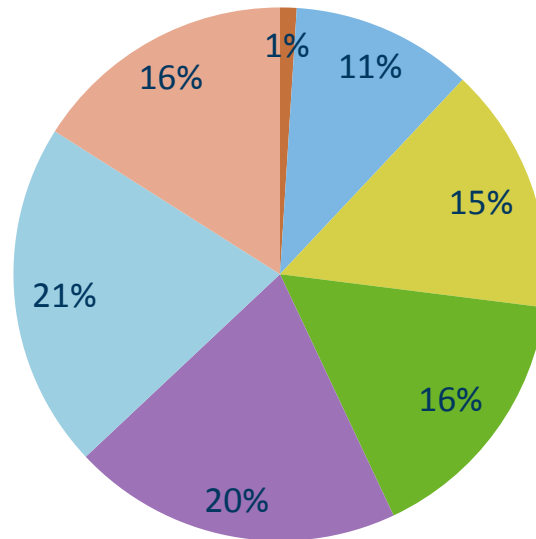


Complaints by Consumer's Age – 2014 - 2016

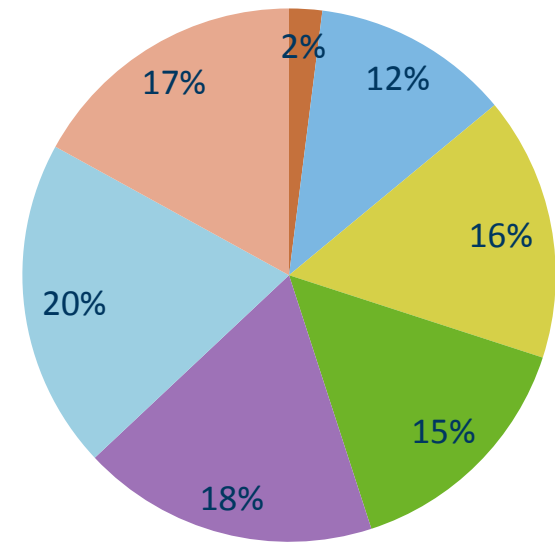
2014



2015



2016



■ 19 and Under ■ 20-29 ■ 30-39 ■ 40-49 ■ 50-59 ■ 60-69 ■ 70 and Over



The Scams:

Tips





Types of Scams

- Charity Scams
- Health Care Scams
- Paying Too Much
- You've Won
- Imposter Scams



Charity Scams





Charity Fraud – How it Works

→ Here's how it works:

- Phone call
- Charity name sounds familiar
- Pressure you to pay quickly



Charity Fraud – What You Can Do

- Take your time
- Say no
 - “No, thanks.” Hang up. ...OR:
 - “I don’t give money over the phone. If you send something in writing, I’ll consider it.”
- Never send cash, wire money or load prepaid debit cards



Health Care Scams





Health Care Scams – How It Works

- They'll say you need...
- A new Medicare card
 - A new health insurance card
 - Discounted health insurance
 - To act now!



Health Care Scams – Examples

- Miracle cures
 - Offers quick cures to MS, Alzheimer's, cancer
- Affordable Care Act scams
- Medicare-related scams



New Medicare Cards Coming May 2018 - April 2019

New Card! New Number!

Mailing
in 2018

Current Medicare Card

MEDICARE  **HEALTH INSURANCE**

1-800-MEDICARE (1-800-633-4222)

NAME OF BENEFICIARY
JANE DOE


MEDICARE CLAIM NUMBER
000-00-0000-A

SEX
FEMALE

IS ENTITLED TO
HOSPITAL (PART A) **07-01-2016**
MEDICAL (PART B) **07-01-2016**

SIGN HERE → *Jane Doe*

NEW Medicare Card

 **MEDICARE HEALTH INSURANCE**

Name/Nombre
JOHN L SMITH

Medicare Number/Número de Medicare
1EG4-TE5-MK72

Entitled to/Con derecho a
HOSPITAL (PART A) **03-01-2016**
MEDICAL (PART B) **03-01-2016**

Coverage starts/Cobertura empieza





Health Care Scams – What You Can Do

- Take your time
- Check it out
 - 1-800-MEDICARE
- Consult reliable sources of health information (healthcare.gov, cdc.gov)
- Do not delay medical treatment



Paying Too Much





Paying Too Much – How it Works

- Charges on bills
 - Rate increase
 - Interest rate change
 - Unexpected charges



Paying Too Much – What You Can Do

- Read your bills
 - every statement, every time
- Read contracts carefully before you sign them
 - look for balloon payments, variable interest rates



“You’ve Won” Scams





“You’ve Won” Scams— How They Work

- You get a call, an email, a card
- Says that you’ve won a prize, lottery, trip
- You just need to pay fees, taxes, custom fees first
- They want you to wire money or give your credit card information



“You’ve Won” Scams – What You Can Do

- What you can do:
- Keep your money to yourself
 - Keep your information to yourself
 - If in doubt, check it out
 - Never wire money



Imposter Scams





Imposter Scams – How They Work

- Someone who pretends to be somebody else calls you, emails you
- Asks for personal information
- Asks for money – wire transfer or money card



Imposter Scams – Tips

- Stop. Check it out before you wire money to anyone.
 - Don't give out personal information unless you're sure who you're giving it to
 - Call back at a number you know to be correct
- Sign up for Do Not Call



IRS Imposter Scams





IRS Imposter Scams – How they work



Scammers may:

- Rig caller ID to make it look like call is from Washington DC (202 area code)
- Demand immediate payment by pre-paid debit card or wire transfer
- Send bogus IRS emails to further the scheme



IRS Imposter Scams - Tips

The IRS will NOT:

- ask you to pay with prepaid debit cards or wire transfers
 - ask for a credit card over the phone
 - threaten arrest, deportation or loss of your drivers license
 - Initiate contact by email
- ➔ STOP. Don't wire money or pay with a prepaid debit card.



Imposters v. Real IRS?

- If you have any doubts, call the IRS directly at 800-829-1040.



IRS Imposters: A New Twist

- Private debt collection for old IRS debts

- Always get a letter first
 - Name of debt collector

 - Authentication number

- Always pay the IRS, nobody else

- Questions? Call the IRS: 1-800-829-1040 or check [IRS.gov/balancedue](https://www.irs.gov/balancedue)

TO HEAR THE WEBINAR CALL 1-800-230-1059



Tech Support Scams





Tech Support Scams – How they work

- Scammers call pretending to be from or affiliated with computer security companies, such as Dell, Microsoft, Norton, or others.
- Or, they place online ads to get consumers to call about their computers.
- Scammers scare consumers about their computer security



Tech Support Scams – How they work

- Often want to remotely access the consumer's computer.
- Scammers want to sell software or services to fix or maintain the security of the computer.



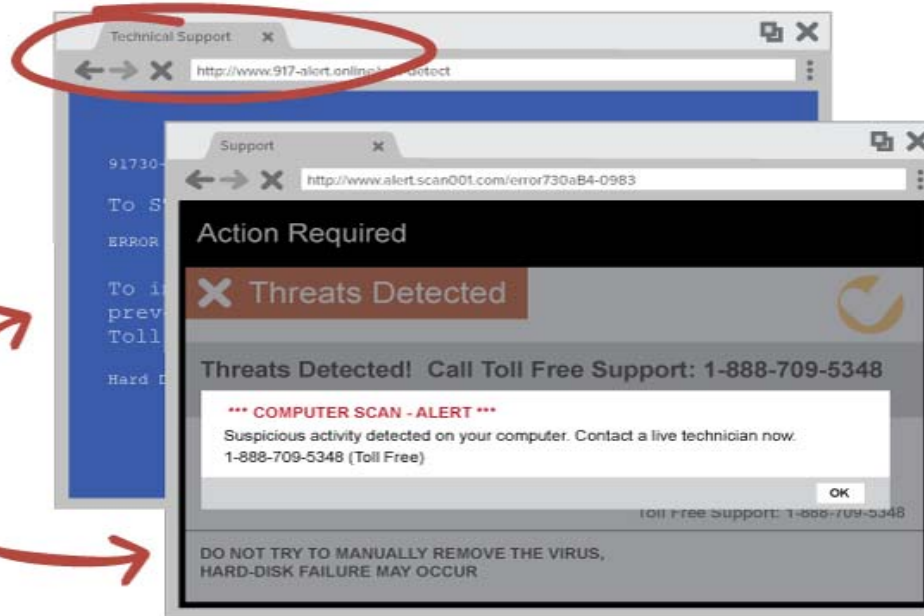
HOW TO SPOT A TECH SUPPORT SCAM

It often starts with a pop-up . . .

Shows up within your internet browser

Might imitate a blue error screen

or trusted antivirus software



CALL	NOW	OR ELSE...
Wants you to call a toll-free number	Urges you to call immediately	Threatens that you may lose personal data if you don't call



Tech Support Scams - Tips

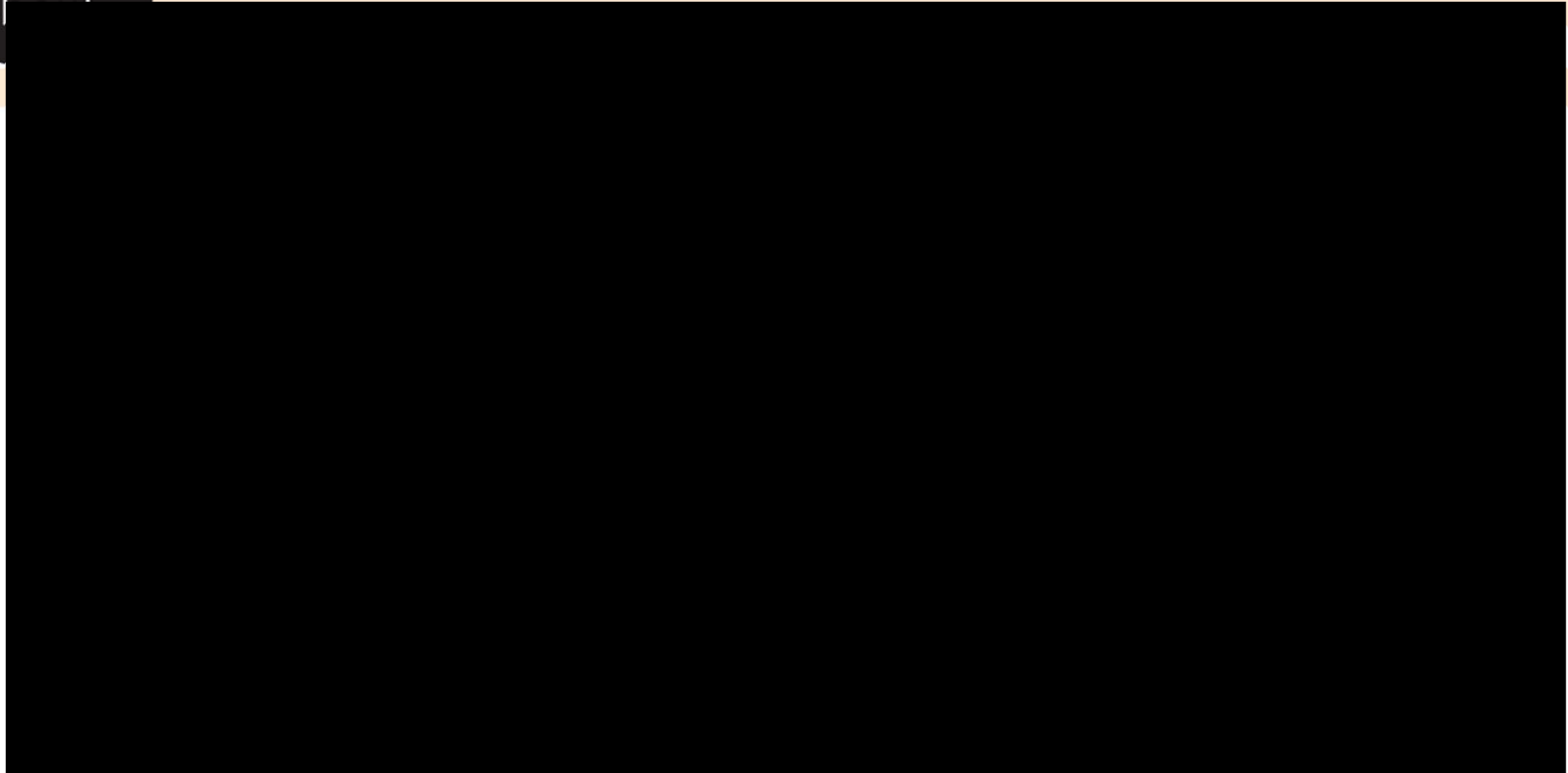
→ HANG UP.

- Never give control of your computer or your credit card information to someone who calls you out of the blue.

→ PASS IT ON.



Tech Support Scams Video





Grandkid Scams





Grandkid Scams – How they work

- You get a call: “grandma, I need money for bail.”
 - Or a medical bill
 - Or other trouble
- Caller says it’s urgent and says to keep it a secret
- Caller asks you to wire money or put it on a prepaid card



Grandkid Scams – Tips

→ STOP. Check it out.

- Look up your grandkid's phone number and call back
- Or call another family member

→ PASS IT ON.



Family Emergency Scam Video





Online Dating Scams





Online Dating Scams – How they work

- You meet someone on a dating website.
- She wants to communicate by email and phone.
- She says she loves you but needs money for a plane ticket to visit. Or for surgery.
- She asks you to wire money or put it on a prepaid card.



Online dating scams - Tips

→ STOP. Don't send money.

- Never wire money, put money on a prepaid card or send cash to an online love interest.
- You won't get it back.

→ PASS IT ON.



Imposter Scams – Tips Recap

- STOP. Check it out before you wire money to anyone.
- Don't give out personal information unless you're sure who you're giving it to
- Call back at a number you know to be correct



TOOLS - Scams





- Consumer education for active older adults – www.ftc.gov/passiton
- Respecting a lifetime of experience
- Encouraging sharing of information on:



identity theft



imposter scams



charity fraud



health care scams



paying too much



“you’ve won” scams



Sample Article



Health Care Scams

Here's how they work:

You see an ad on TV, telling you about a new law that requires you to get a new health care card. Maybe you get a call offering you big discounts on health insurance. Or maybe someone says they're from the government, and she needs your Medicare number to issue you a new card.

Scammers follow the headlines. When it's Medicare open season, or when health care is in the news, they go to work with a new script. Their goal? To get your Social Security number, financial information, or insurance number.

So take a minute to think before you talk: Do you really have to get a new health care card? Is that discounted insurance a good deal? Is that



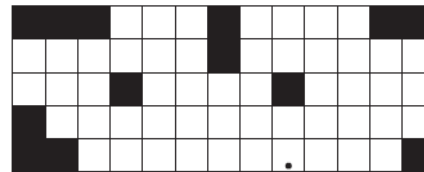
Sample Activity



Identity Theft Activity

Solve the fallen phrase.

All the letters in this phrase have fallen to the bottom. They were mixed up on their way down, but remain in the same column.



ER T FR
ENUO Y PDI
ARGITECOEOOT
FOREPARRRURMT
CRNDFTLEECORM



Solution ▶

Financial Literacy Tools from the FTC

Lisa Schifferle

Division of Consumer & Business Education, FTC





FTC Tools for Money Management & Credit Repair

- Consumer.gov
 - Managing your money
 - Credit, loans and debt
 - Scams and identity theft
 - Help for you

Manejar su dinero



Crédito, préstamos y deudas



Estafas y el robo de identidad



Ayuda para usted

Conceptos básicos de protección al consumidor... claro y fácil.

Tarjetas pre-pagadas


Busque por tema alfabético

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Managing Your Money



Credit, Loans and Debt



Scams and Identity Theft



Help for You

Managing Your Money

- [Making a Budget](#)
- [Opening a Bank Account](#)
- [Using Debit Cards](#)
- [Prepaid Cards](#)
- [Saving Money When You Shop](#)
- [Buying and Using Phone Cards](#)
- [Sending Money Overseas](#)

Managing Your Money 

Credit, Loans and Debt 

Scams and Identity Theft 

Help for You

Making a Budget

What It Is

What To Know

What To Do

 print

AAA text size

 listen

A budget is a plan that shows you how you can spend your money every month. Making a budget can help you make sure you do not run out of money each month. A budget also will help you save money for your goals or for emergencies.

How do I make a budget?

Write down your expenses. Expenses are what you spend money on. Expenses include:

Bills:

- bills that are the same each month, like rent
- bills that might change each month, like utilities
- bills you pay once or twice a year, like car

insurance

 0:00/01:52



Make a Budget

Use this worksheet to see how much money you spend this month. Then, use this month's information to help you plan next month's budget.

Some bills are monthly and some come less often. If you have an expense that does not occur every month, put it in the "Other expenses this month" category.

MONTH YEAR

My income this month

Income	Monthly total
Paychecks (salary after taxes, benefits, and check cashing fees)	\$ <input type="text"/>
Other income (after taxes) for example: child support	\$ <input type="text"/>
Total monthly income	\$ 0.00

Income

My expenses this month

	Expenses	Monthly total
HOUSING	Rent or mortgage	\$ <input type="text"/>
	Renter's insurance or homeowner's insurance	\$ <input type="text"/>
	Utilities (like electricity and gas)	\$ <input type="text"/>
	Internet, cable, and phones	\$ <input type="text"/>
	Other housing expenses (like property taxes)	\$ <input type="text"/>
FOOD	Groceries and household supplies	\$ <input type="text"/>
	Meals out	\$ <input type="text"/>
	Other food expenses	\$ <input type="text"/>
TRANSPORTATION	Public transportation and taxis	\$ <input type="text"/>
	Gas for car	\$ <input type="text"/>
	Parking and tolls	\$ <input type="text"/>
	Car maintenance (like oil changes)	\$ <input type="text"/>
	Car insurance	\$ <input type="text"/>
	Car loan	\$ <input type="text"/>
	Other transportation expenses	\$ <input type="text"/>



Managing Your Money



Credit, Loans and Debt



Scams and Identity Theft



Help for You

Credit, Loans and Debt

[Your Credit History](#)

[Using Credit](#)

[Payday Loans and Cash Advances](#)

[Car Title Loans](#)

[Managing Debt](#)

Managing Your Money



Credit, Loans and Debt



Scams and Identity Theft



Help for You

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus id sem tellus. Donec trincidunt rhoncus nunc sit amet posuere.



Search by topic alphabetically

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z



What is credit?

- Medical debt
- Credit cards
- Car loans
- Student loans
- Public records – arrests, foreclosures, judgments, bankruptcies



Getting your credit report

- Order credit report at annualcreditreport.com or 1-877-322-8228
- Check your credit report for:
 - Personal info
 - Accounts
 - Negative information
 - Inquiries
- Fix mistakes on credit report
 - Send dispute letters
- No credit? Shop for it carefully
 - Look for low fees, long grace period, good APR

EQUIFAX

 **Experian**

TransUnion. 



If you find inaccurate information

- Contact the CRAs:
 - Place Fraud Alerts on Credit Reports
 - Obtain Credit Report *free of charge*
 - File Credit Report Information Blocking Request or standard dispute
 - Consider a credit freeze
- Contact companies where fraud occurred
- Contact FTC

Managing Your Money



Credit, Loans and Debt



Scams and Identity Theft



Help for You

Scams and Identity Theft

[Avoiding Identity Theft](#)

[Recovering from Identity Theft](#)

[Scams Against Immigrants](#)

[Job Scams](#)

[Money Wiring Scams](#)



Job Scams

- Signs of job scams
 - Promise that you'll make lots of money working at home
 - Offer certificate to improve chance of getting job
 - Promise government job
- How to avoid job scams
 - Don't pay in advance for info about a job
 - Don't deal with anyone who says you have to act fast
 - Ignore promises to make thousands working from home. Those promises are lies.

Managing Your Money



Credit, Loans and Debt



Scams and Identity Theft



Help for You

Help for You

[Resources for Managing Your Money](#)

[Resources for Credit, Loans, and Debt](#)

[Resources for Scams and Identity Theft](#)

[Resources to Help Immigrant Communities](#)

[All Videos by Topic](#)

[Access to Justice Webinar - Presentation](#)



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Moneywise®











Bloomberg

How Criminals Steal \$37 Billion a Year from America's Elderly

Telephone pitchers, online scammers and even family members target the most vulnerable among us. And it's about to get worse.

By Nick Leiber

May 3, 2018, 2:00 AM MDT



...Pass it ON

PRESENTED BY THE
FEDERAL TRADE COMMISSION











F.S.O.C.



AARP Foundation

Elder Watch

Helping older consumers recognize,
refuse and report fraud in partnership
with the Colorado Attorney General









/StopFraudCo



Protecting consumers from
a ~~wide~~ range of fraud.

WILD







www.stopfraudcolorado.gov

"We want to send a clear message that scammers and fraudsters are not welcome in Colorado. Colorado Consumer Protection Month is designed to help arm consumers across our state with the information and resources they need to protect themselves from bad actors, and to know how and where to report any possible fraud they may encounter."

