



**SAFE BANKING
FOR SENIORS**®



PRESENTER'S GUIDE

Identifying and Avoiding Scams

What We'll Discuss

- What a scam is
- Why scams work
- Types of scams
- Warning signs of scams
- Building scam defenses

What Is a Scam?

- A scam is a trick a con artist plays on an unsuspecting victim
- The goal is to extort money
- If the scam succeeds, the victim's money is gone and so is the scammer

The Pattern of Fraud



Profile of a Scammer

A master of persuasion with a plausible story, or the ultimate salesperson with a tempting offer.

- Easily pinpoints a victim's vulnerabilities
- Quickly gains trust
- Shows no mercy

How Scammers Find You

- Buy contact information
- Prowl online and on social media sites
- Infiltrate groups to which you belong
- Go door-to-door

Scammers and Victims

- Scammers are highly skilled at their trade
 - Appeal to emotions: sympathy, fear, loneliness
 - Don't take “no” for an answer
 - Insist on secrecy
- Victims are vulnerable

Solving the Scam Problem

- The scam problem has one solution: knowing how to protect yourself
- To do that, you must recognize a scam when you see it!

The Variety of Scams

- Giveaways: winning prize, lottery, free trip
- Imposter scams
- Phony charities
- Investment tips or deals “too good to pass up”
- Home repairs and other home-based scams
- Tax scams

Giveaway Scams

- Letter, email or call that's "thrilled" to announce you're a winner
- Requires an immediate response
- Requests up-front payment to
 - Release winnings
 - Secure the reservation
 - Prepay taxes

Imposter Scams

- Urgent call from scammer posing as family member or dear friend
- Family member or caller in serious trouble
- Money required immediately to resolve problem
- Secrecy is paramount

Charity Scams

- Urgent plea for humanitarian help
- Pressure to make immediate donation
- Sometimes quasi-legitimate
- Sometimes little more than a sad story and a carefully chosen name

Investment Scams

- Investment described as risk-free
- Above-average return guaranteed
- Immediate purchase often required
- Fees and commissions ignored or obscured

Contractor Scams

- Solicits a job by pointing out an “urgent” problem
- Asks for up-front payment in cash
- Begins the job, but claims it’s much more serious than initially thought
- Demands more money
- Disappears with the work unfinished

Tax Scams

- Official looking letter claims you are seriously delinquent on taxes and gives a (202) area code phone number for you to call
- You can avoid prosecution if you pay what's due within 24 hours
- Payment must be made by wire transfer or banker's check

Spotting Scams

All scams have warning signs

- Immediate action required
- Insistence on secrecy
- Money needed up front
- Hard-to-track payment methods

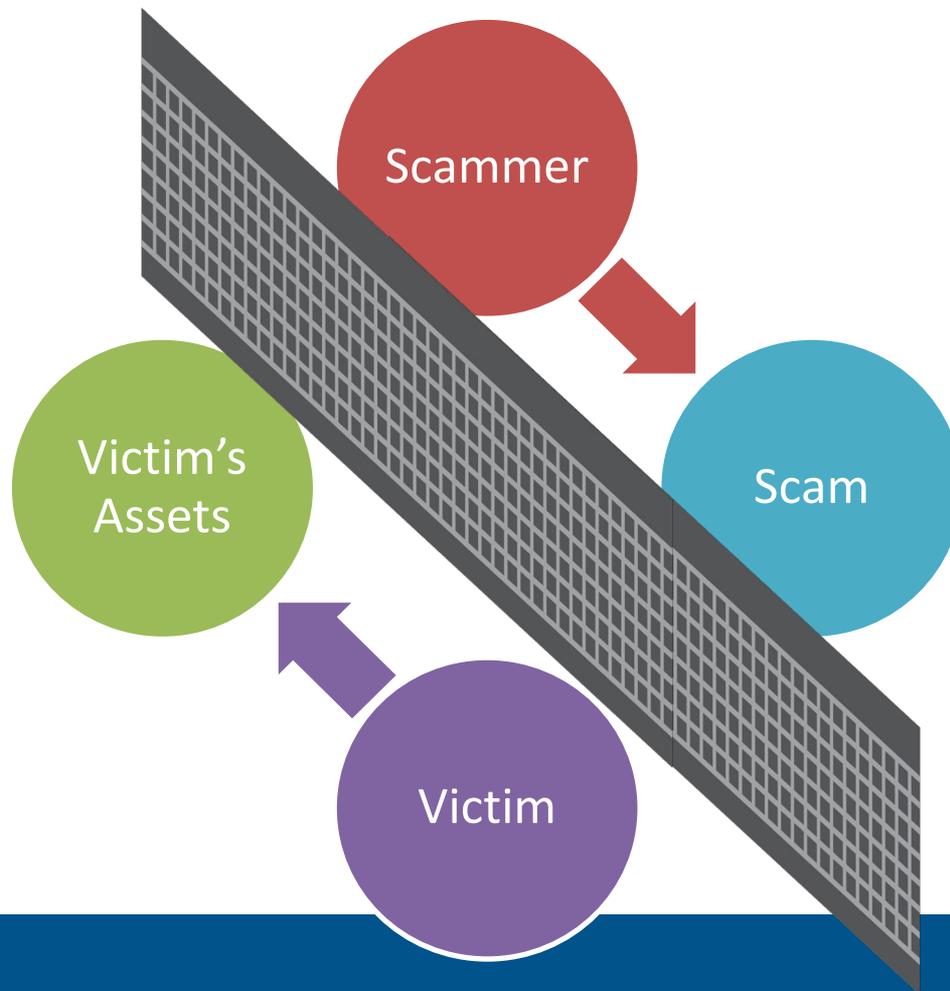
Why Seniors are Targeted by Scammers

- Regular income, lifetime of assets
- May be more trusting or willing to listen
- May be grateful for attention
- May be eager to help when they can

Contributing Factors

- Fear of outliving assets
- Less mentally alert
- Less financially astute
- Less Internet savvy

Barriers Against Scams



Block Those Scammers

- Register with National Do Not Call Registry at www.donotcall.gov to limit phone calls
- Register with www.DMAchoice.org to limit junk mail
- Use anti-virus software
- Be very cautious about clicking on email links
- Limit personal information on social media

Build Your Scam Defenses

- Be suspicious of any situation that requires you to send money up front
- Assume that insistence on secrecy is a ploy to deceive
- Confirm all stories, offers or charities independently
- Choose the privacy settings on social media accounts

If You're a Scam Victim

- Don't be embarrassed or afraid
- Tell someone you trust
- Report the scam to your bank
- Contact the police and federal agencies

Your Bank Can Help

- Monitor your account for unusual activity
- Ask why you are withdrawing large amounts of cash
- Suggest giving a person you trust access to review your account activity
- Explain why scammers prefer certain payment methods
- Provide referrals to a licensed broker or registered investment adviser

Activity Worksheets

To engage participants in the workshop and emphasize key points in the lesson, the workshop materials include two Activity Worksheets that you can use with the group at appropriate points in the presentation.

The primary purpose of the activities is to get seniors to share their experiences with other participants, voice their concerns and learn that they are not alone in dealing with identity theft and financial fraud. Hearing about common experiences from their peers can help them overcome the fear and embarrassment they may feel when speaking up about being the victim of identity theft or scams, or unreliable caregivers.

USING THE ACTIVITY WORKSHEETS

The size of the group, the configuration of the presentation venue, and the time you have available will help you determine how best to incorporate the activities into the presentation.

With smaller groups, it may be simplest to distribute the worksheets and ask participants to volunteer their responses. Then ask the group to comment, being sure **not** to put any participant on the spot or have them think their response was wrong. If circumstances allow, you may also divide the participants into two groups to facilitate discussion, then compare the two groups' responses.

You might also want to use one of the activities towards the end of the presentation to recap certain key points and informally assess what participants have learned.

Your *Safe Banking for Seniors* kit includes PDFs of two activity worksheets. In each case, the first copy, marked "Presenter Version," is an annotated version for your reference only. It suggests ways to introduce and use the worksheet and also includes some recommended responses that reinforce key points in the lesson. The second, unmarked version is the one to print out for participants and distribute during the workshop.

The kit also includes two Resource Sheets—one that deals with scams and identity theft and another with financial caregiving—that you should hand out to participants at the close of the presentation for their future reference.

Identifying and Avoiding Scams

Activity Worksheet 1 — PRESENTER VERSION

In this activity, select one participant to read the part of the scammer and another participant to read the part of the potential victim. The presenter may also decide to play one of these roles. Once a scenario is finished, ask the group to respond to the questions that follow.

This activity provides the opportunity to elicit comments from the group on similar situations they may have encountered. It's also a good time to re-emphasize the warning signs of a potential scam.

SCENARIO 1

Telephone rings.

Louise: Hello?

Caller: Oh, hi Ellen, how lucky that you're home today. I just happen to have the most amazing investment tip—your money is absolutely safe, the return is guaranteed. And I've had great success with the other stocks I've recommended.

Louise: Wait a minute. There's no Ellen here. You must have the wrong number.

Caller: Gee, I'm sorry. That's my mistake. But look, since you've already heard what I have to offer, I feel it's my professional obligation to let you in on this deal as well. I'm really not supposed to, but I think it's only fair. And I'll bet you're the one who makes the financial decisions in your house. Sorry, I didn't catch your name?

Louise: It's Louise. And I do take care of my own finances. But I don't know who you are, and I don't know if I should be making an investment over the phone like this. Can you send me something in writing?

- Caller: Louise! That's my sister's name! And you're absolutely right to ask, Louise. That just shows you're a smart investor. And normally, I'd send you the material right away. The thing is, this investment is so new, the company hasn't finished the paperwork yet. That's why the offer is so hot—you're really getting in on the ground floor. This is a risk-free investment that could easily triple your money. Just think of what you can do with the money you'll make.
- Louise: Well, it sounds like a good deal, but I'll bet it's very expensive.
- Caller: I'm glad you mentioned that. It shows you're very careful with your money. But here's the best part. All you need is \$1,500 and I'll make sure the investment stays open for you. But, you do have to act pretty quickly, since this offer will be closing very shortly.
- Louise: I understand. But I would like to check with my daughter first. Can I call you back?
- Caller: Louise, I'm so sorry. Here's my problem. I'm really out a limb here—I shouldn't have told you about the deal, but felt I should since I called you by mistake instead of Ellen. So we can't share this information with anyone else or I could really be in trouble. And in any case, to make sure you don't miss out on this deal, you would need to make the security payment right now.
- Louise: Well, even if I were interested, how could I get you the money in time?
- Caller: Louise, again, you're two steps ahead of me. I'll tell you what. I don't usually do this, but I'll accept your credit card. That way you don't have to worry about writing a check or going to the bank. Once I have your card number, I can guarantee you won't miss out on this deal of a lifetime.
- Louise: Well, okay. Let me get my card. It will just take me a minute.

SCENARIO 1 QUESTIONS:

1. What tricks did the caller use to gain Louise's confidence?
2. What emotions did the caller play on to convince her to make the investment?
3. What were the telltale signs that the call was a scam?
4. What defenses did Louise present to avoid the scam?
5. Do you think Louise became a victim or sensed something was amiss and decided not to pay the amount the caller requested?
6. Was the caller convincing? Why?

SCENARIO 2

Henry is sitting on a park bench alone, reading a paper, when a woman sits down near him.

Woman: Excuse me, sorry to bother you. But you look very familiar. I'm sure we've met somewhere before. I know, I think it was at the community center. And your name is... oh my, is my memory ever going.

Henry: I don't remember you. But my memory is nothing to write home about these days. Henry. My name is Henry.

Woman: Of course, Henry. How could I forget? I hope you don't mind my sitting here a while, it's just that I have some things to figure out.

Henry: Is everything all right?

Woman: Well, I don't want to bother you with my problems.

Henry: No, please, tell me!

Woman: Thank you. You seem very kind and I could really use some help. You see, my brother—we were very close as kids and he really looked after me when our mom died—is in a bit of jam. He's been out of work and now he's out of money and can't afford to buy his daughter's medicine.

Henry: That sounds like a rough deal.

Woman: That's kind of you. The crazy part is, he just got a new job but won't get his first paycheck for at least three more weeks. You know what the paperwork is like. So he doesn't know how he'll pay for the medicine until then. I don't know what to do.

Henry: That's awful. How much money does he need for the medicine?

Woman: He only needs \$285 to see him through. But I just don't have that kind of money to spare, even to help my niece. So I'm at my wit's end figuring out what to do. If I could lend him the money now, I would get it back just as soon as he gets his first paycheck.

Henry: Well, if it's just a short time until you get your money back, maybe I can help out.

Woman: Really, I couldn't.

Henry: Why not? I have the money to do it and would be happy to help.

Woman: Wow! That would be wonderful. The only thing is, I promised my brother I wouldn't tell anyone, so please don't share this information with anyone else.

Henry: Don't worry. I'm good at keeping secrets.

Woman: I'm sure you are, Henry, and I'm counting on you. But there's still one small problem.

Henry: What's that?

Woman: I would need the money in cash, right now. Do you think you could withdraw that much from your account?

Henry: Sure I can. I can get it this afternoon and meet you back here with the money later this afternoon.

Woman: Henry, you are a very special and caring person. I'm sure that little girl will be well again because of you.

SCENARIO 2 QUESTIONS:

1. How does the woman get Henry's attention?
2. What emotions does she play on?
3. Do you find her story convincing?
4. What are some of the signs that this might be scam?
5. What do you think Henry will actually do?

Identifying and Avoiding Scams

Activity Worksheet 1

Scammers may approach you in many ways—by phone, by mail or email or by showing up in person. They are likable, have a plausible story and are very convincing.

In the following scenarios, you can see how a con artist is trying to lure a victim into parting with his or her money. Your presenter may ask for volunteers from your group to play the different roles.

The questions at the end will help you detect how the scammer lured his victims and what warning signs to look for.

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Identifying and Avoiding Scams

Activity Worksheet 2 — PRESENTER VERSION

The following multiple choice questions present a series of circumstances that participants or people they know may have encountered.

In reviewing the responses with the group, try to get respondents to provide the reasons for their choice, and then have other participants comment on those reasons. Creating a peer-to-peer exchange can help to drive home the key points and make them more memorable.

This activity can be used as a pre-test/post-test to assess what participants have learned, or can be introduced early in the workshop before the warning signs of fraud are discussed.

Situation 1: Someone has called you, offered you an exciting investment opportunity and insists you have to act immediately and send a small down payment to get in on the deal. What would you do?

- a) Hang up
- b) Stall for time to get money from your account
- c) Use your credit card to make the initial payment

Situation 2: You receive an official looking letter telling you that you've won a lottery that you've been playing for years. What would you do?

- a) Call immediately to get more information
- b) Send the deposit they asked for to reserve your winnings
- c) Throw the letter in the trash

Situation 3: A person claiming to be from the IRS shows up at your door and says you've been delinquent in making your tax payments. What would you do?

- a) Ask to see their credentials
- b) Ask them to leave
- c) Provide the information they ask for to avoid further penalties

Activity Worksheet 2, Continued — PRESENTER VERSION

- Situation 4:** A person you met at a community center has called with a fantastic deal on buying a big screen television at less than wholesale, but insists you keep it secret so you won't get the seller in trouble. What would you do?
- a) Call someone you trust immediately and tell them the story
 - b) Call a friend and boast about the deal you just got
 - c) Cash in a CD so there's no record of a withdrawal from your checking account
- Situation 5:** An acquaintance asks that you contribute to a charity event and asks that you pay in cash or use a prepaid card. What would you do?
- a) Get the cash from an ATM
 - b) Purchase a prepaid card in the exact amount of your contribution
 - c) Politely decline
- Situation 6:** You receive an email from your bank asking you to authorize a transaction from your bank account to avoid paying a fee. What would you do?
- a) Call your bank immediately using the number on your statement
 - b) Call the number provided in the email
 - c) Email your account number and password to verify your identification so the bank can make the transaction for you
- Situation 7:** You receive a letter from your insurance company about an overdue payment. What would you do?
- a) Wire the money as requested to prevent a late payment fee
 - b) Throw the letter in the trash
 - c) Call your insurance agent or the insurance company at the number you have on file

Answer Key:

1a, 2c, 3b, 4a, 5c, 6a, 7c

Identifying and Avoiding Scams

Activity Worksheet 2

Scammers depend on getting your attention, getting you to believe their story or offer and getting you to part with your money. But there are warning signs that can alert you to potential fraud and steps you can take to avoid being fooled.

This worksheet describes several different situations that you might encounter if someone is trying to scam you. In each case, there are three courses of action. Circle the answer (a, b or c) that describes what you might do under the circumstances.

You'll have a chance to share your answers with the other participant in the groups and hear how they've responded to these situations as well.

Situation 1: Someone has called you, offered you an exciting investment opportunity and insists you have to act immediately and send a small down payment to get in on the deal. What would you do?

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Activity Worksheet 2, Continued

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- c) Cash in CD so there's no record of a withdrawal from your checking account

Situation 5: A friend asks that you contribute to a charity event and asks that you pay in cash or use a prepaid card. What would you do?

- a) Get the cash from an ATM
- b) Purchase a prepaid card in the exact amount of your contribution
- c) Say thanks for asking and walk away.

Situation 6: You receive an email from your bank asking you to authorize a transaction from your bank account to avoid paying a fee. What would you do?

- a) Call your bank immediately using the number on your statement
- b) Call the number provided in the email
- c) Email your account number and password to verify your identification so the bank can make the transaction for you.

Situation 7: You receive a letter from your insurance company about an overdue payment. What would you do?

- a) Wire the money as requested to prevent a late payment fee.
- b) Throw the letter in the trash
- c) Call your insurance agent or the insurance company at the number you have on file

Identifying Scams and Preventing Identity Theft

Resource Sheet

Organization Name	What It Provides What You Can Do	How to Contact
AARP	<ul style="list-style-type: none"> • Up-to-date information on recent frauds that exploit the elderly • Financial caregiver information 	www.aarp.org/money/scams-fraud (888) 687-2277
Better Business Bureau	<ul style="list-style-type: none"> • Scam alerts • Reporting scams 	www.bbb.org (703) 276-0100
Consumer Financial Protection Bureau (CFPB)/ Office of Older Americans	<ul style="list-style-type: none"> • Information and tools for managing finances and preventing financial exploitation • Fraud alert information 	www.consumerfinance.gov/older-americans (855) 411-2327
Consumer.gov	Information on scams and identity theft	www.consumer.gov
Consumer Credit Reporting Agencies <ul style="list-style-type: none"> • Equifax • Experian • Transunion 	Place a fraud alert to receive free credit report from each agency	www.equifax.com www.experian.com www.transunion.com
Annual Credit Report.com	Free copy of your credit report from each major credit rating agency once every 12 months	www.annualcreditreport.com

Resource Sheet, Continued

Direct Mail Association	Register for “Do Not Mail” list	www.dmaconsumers.org/cgi/offmailinglist/
Federal Bureau of Investigation (FBI)	Information on protecting yourself against scams	www.fbi.gov/scams-safety/fraud/seniors
Federal Deposit Insurance Corporation (FDIC)	How banks help victims of identity theft	www.fdic.gov/consumers/assistance/protection/index.html (877) 275-3342
Federal Trade Commission (FTC)	<ul style="list-style-type: none"> • Warning signs of identity theft • Report identity theft • Get scam alerts • Register for “Do Not Call” • Tips for protecting credit and debit cards 	http://www.consumer.ftc.gov/scam-alerts www.identitytheft.gov
Financial Fraud Enforcement Task Force	<ul style="list-style-type: none"> • Advice for avoiding and defending against scams and elder fraud • What to do if you’re a victim of fraud • Reporting fraud to authorities 	www.stopfraud.gov/report.html (202) 514-2000
National Consumers League (National Fraud Information Center)	Information on avoiding telemarketing and Internet fraud	www.fraud.org (800) 876-7060
OnGuard Online	Information on minimizing your chances of being scammed online	www.onguardonline.gov/topics/avoid-scams

Resource Sheet, Continued

Save and Invest	Instructions for reporting scams, identity theft, and other fraud	www.saveandinvest.org
Social Security Administration	Information about and application for representative payee	www.ssa.gov/payee (800) 772-1213
USA.gov	Information on identifying and protecting yourself against scams and frauds	www.usa.gov/scams-and-frauds (844) 872-4681

Financial Caregiving

Resource Sheet

Organization Name	What It Provides	How to Contact
AARP	Financial caregiver information	www.aarp.org/relationships/caregiving (888) 687-2277
Administration for Community Living	Information on services for older persons and adult with disabilities	www.acl.gov (202) 401-4634
Consumer Financial Protection Bureau (CFPB)/ Office of Older Americans	Information for financial caregivers	www.consumerfinance.gov/older-americans (855) 411-2372
Eldercare Locator	Access to local services for seniors, their families and caregivers	www.eldercare.gov (800) 677-1116
National Adult Protective Services Association	<ul style="list-style-type: none"> • Elder abuse reporting contacts for every state • Explanation of Adult Protective Services' responsibility to investigate elder abuse and help its victims • Information on financial exploitation of the elderly 	www.napsa-now.org/get-help/help-in-your-area (217) 523-4431

Resource Sheet, Continued

National Center on Elder Abuse	Information about elder abuse and access to interventions and support services for seniors	www.ncea.aoa.gov
National Council on Aging	<ul style="list-style-type: none"> • Comprehensive, free online service to help older adults find work, cut spending, reduce debt and use their home equity • Comprehensive, free online service to help seniors with limited income identify benefits • Financial educational program designed to help older adults learn how to budget, avoid scams, apply for benefits, and manage prepaid debit cards 	www.economiccheckup.org www.benefitscheckup.org www.ncoa.org/SavvySeniors
Social Security Administration	Information about and application for representative payee	https://www.ssa.gov/payee/faqrep.htm (800) 772-1213
U.S. Department of Justice	Comprehensive information on elder financial exploitation	http://www.justice.gov/elderjustice/financial/
Women's Institute for a Secure Retirement (WISER)	Financial Steps for Caregivers	www.wiserwomen.org/index.php?id=96&page=caregiving
Veterans Affairs	Information for retirement payees	www.benefits.va.gov/fiduciary



**SAFE BANKING
FOR SENIORS**®



PRESENTER'S GUIDE

Protecting Your Assets By Preventing Identity Theft

What We'll Discuss

- What identity theft is
- How identity thieves operate
- Who the victims are
- How you can protect yourself

What Is Identity Theft?

Identity theft is using another person's identity for economic gain.

It's not just wrong. It's a federal crime.

What Is Your Financial Identity?

- Numbers and codes that organizations use to identify you
- Identity thieves use this **sensitive information** to pretend they are you
- The more information they have, the easier it is to steal your identity

Two Faces of Identity Theft

Thieves steal assets in two ways:

- Use existing accounts to make purchases, pay for services or withdraw money
- Open new accounts or service agreements with stolen information

Who Is Vulnerable?

- Anyone can be a victim of identity theft
- People may put themselves at risk
- Identity thieves take advantage of every opportunity

Why are Seniors at Risk?

- May be less thorough in reviewing statements, spotting possible problems
- May be less computer savvy
- May have substantial assets
- More likely to be dependent on others in handling financial matters
- May be hesitant to report identity theft, especially if suspected thief is a family member

Warning Signs of Identity Theft

- ATM or bank withdrawals you didn't make
- Credit card charges you don't recognize
- Bills from medical offices you haven't visited
- Mail you're expecting that doesn't arrive
- Calls from debt collectors
- Notices from the IRS about unreported income or multiple tax returns

Online Risks

- Opening illegitimate files or links
- Using wireless networks in public places
- Sharing personal information on social media
- Including financial identity in emails
- Not confirming that a transactional site is secure (e.g., HTTPS, key or padlock symbol)
- Not logging off secure sites

Opportunistic Identity Theft

- Stolen (or lost) wallets or purses
- Misappropriated credit or debit cards
- Pre-approved credit applications that you've discarded
- Line-of-credit checks you've discarded

Schemes to Steal Your Identity

- Asking for personal information in emails, calls or letters (called *phishing*)
- Pretending to be you to use your benefits
- Applying for loans in your name

Tax-Related Identity Theft

- Someone can file a claim for a fraudulent refund using only your Social Security number
- Person buys a reloadable debit card to collect refund
- Scheme is hard to detect until IRS contacts you
- When you hear from IRS—by written notice—follow up immediately

Protecting Yourself at Home

- Monitor your bank and credit card statements
- Shred all documents showing your Social Security or account numbers before discarding
- Opt out of pre-screened credit and insurance offers
- Destroy labels on prescription drugs before discarding

Additional Safety Measures

- Keep a list of card and account numbers and customer service numbers in a secure place
- Create strong PINs and passwords and *never* share them
- Take advantage of free credit reports at annualcreditreport.com

Protecting Yourself Away From Home

- Avoid ATMs not owned by a bank
- Be guarded when entering PINs
- Use only a limited number of cards
- Don't carry cards with Social Security, Medicare or similar information
- Mail bills at post office or postal service boxes

Protecting Yourself Online

- **Never, ever** respond to requests for personal information
- Use secure bank connections to review your account or authorize transactions
- Use secure sites for online purchases and use a credit card, not a debit card
- Don't save credit card information for later purchases or payment
- Investigate secure payment systems from your bank or PayPal

What Identity Theft Can Cost

- Depends on type of theft and how quickly it is reported
- Timely reporting means that 86% of victims lose less than \$1
- The other 14% lose an **average** of \$915

In Case of Identity Theft

- Notify your bank or broker immediately
- Follow up with the IRS and Medicare for theft of benefits
- Check your credit reports

If You're Victimized

- Don't be embarrassed—act!
- Call your bank and credit card issuers immediately so they can close your accounts
- Put a fraud alert on your credit reports to prevent opening of new accounts
- File reports with police and Federal Trade Commission
- Keep a record of who you contacted and when

What *You* Can Do About Identity Theft

- Don't share personal or account information on social media or emails
- Shred documents others could steal
- Check your credit reports routinely
- Report any suspicious financial transactions immediately to limit losses

How Your Bank Can Help

- Experience in identifying and thwarting identity theft
- Special units and experts dedicated to protecting customer identity and accounts
- Customer service representatives and websites with information about preventing identity theft and where to get help

Activity Worksheets

To engage participants in the workshop and emphasize key points in the lesson, the workshop materials include two Activity Worksheets that you can use with the group at appropriate points in the presentation.

The primary purpose of the activities is to get seniors to share their experiences with other participants, voice their concerns and learn that they are not alone in dealing with identity theft and financial fraud. Hearing about common experiences from their peers can help them overcome the fear and embarrassment they may feel about speaking up about being the victim of identity theft, scams or unreliable caregivers.

USING THE ACTIVITY WORKSHEETS

The size of the group, the configuration of the presentation venue and the time you have available will help you determine how best to incorporate the activities into the presentation.

With smaller groups, it may be simplest to distribute the worksheets and ask participants to volunteer their responses. Then ask the group to comment, being sure **not** to be put any participant on the spot or have them think their response was wrong. If circumstances allow, you may also divide the participants into two groups to facilitate discussion, then compare the two groups' responses.

You might also want to use one of the activities towards the end of the presentation to recap certain key points and informally assess what participants have learned.

Your *Safe Banking for Seniors* kit includes PDFs of two Activity Worksheets. In each case, the first copy, marked "Presenter Version," is an annotated version for your reference only. It suggests ways to introduce and use the worksheet and also includes some recommended responses that reinforce key points in the lesson. The second, unmarked version is the one to print out for participants and distribute during the workshop.

The kit also includes two Resource Sheets—one that deals with scams and identity theft and another with financial caregiving—that you should hand out to participants at the close of the presentation for their future reference.

Protecting Your Assets by Preventing Identity Theft

Activity Worksheet 1 — PRESENTER VERSION

For this activity, distribute a copy of the Worksheet to each of the participants. Mention that you'll be talking about different types of personal information, when you should provide this information and how valuable it would be to identity thieves if they could get it.

As you read each type of information, ask if someone would explain when or with whom they would share this information and what the value of this information would be to an identity thief. Use a scale of 1 to 5, where 1 is not valuable and 5 is very valuable. Also ask how many of the participants agree.

Suggested responses and ratings are shown on the presenter's copy only.

Type of Information	When to Share (Never/Only to Known Sources)	Value to Identity Thief 1=Not valuable 5=Very valuable
Address	Only to Known Sources	1
Phone number	Only to Known Sources	1
Date of birth	Only to Known Sources	4
Social Security number	Never	5
Your spouse's Social Security number	Never	5
Driver's license number	Only to Known Sources	3
Debit card number	Never	5
Credit card number	Never	5
Bank account number	Only to Known Sources	4
PIN	Never	5
Password	Never	5

Protecting Your Assets by Preventing Identity Theft

Activity Worksheet 1

Protecting your personal information is extremely important in order to defend yourself against identity theft. Knowing how valuable this type of information is to identity thieves can also help alert you to potential threats to your financial identity.

The chart below lists different kinds of personal information. For each one, indicate whether you would never share it, or if you would share it only with organizations you know or do business with.

Also indicate on a scale of 1 to 5 how valuable you think this information would be to an identity thief, where “1” is not very valuable and “5” is extremely valuable.

Type of Information	When to Share (Never/Only to Known Sources)	Value to Identity Thief 1=Not valuable 5=Very valuable
Address		
Phone number		
Date of birth		
Social Security number		
Your spouse's Social Security number		
Driver's license number		
Debit card number		
Credit card number		
Bank account number		
PIN		
Password		

Protecting Your Assets by Preventing Identity Theft

Activity Worksheet 2 — PRESENTER VERSION

In this activity, participants will be asked to match different things a senior might do that would enable identity thieves to steal their personal information with ways that they can prevent these kinds of theft. Once a participant suggests a match answer, you can ask other participants if they agree or disagree with the response. This activity can work well at any point in the presentation, and can also be used as a recap near the end.

The presenter’s version shows the matching responses, along with some additional points to be made for correct matches.

Risks Identity Theft	How You Would Prevent It
Using an independent ATM (not affiliated with a bank)	Always use an ATM that is clearly affiliated with your bank or another bank
Providing personal information to a caller you don’t know	<ul style="list-style-type: none"> • Hanging up on the caller • Having marketing calls blocked • Refusing to provide this information
Clicking on a link in an email, even if it appears to be from your bank or other financial institution	<ul style="list-style-type: none"> • Never click on links from sources you don’t know • Never provide financial information requested from a bank or other financial institution online
Throwing out your bank account statements with the trash	Always shred statements and other documents that have your account information or request that all credit card and bank statements be provided electronically
Asking someone at the checkout counter to enter your PIN for you	Never share your PIN with anyone, especially someone you don’t know well

Activity Worksheet 2, Continued — PRESENTER VERSION

Risks Identity Theft	How You Would Prevent It
Placing documents with your financial information in your mailbox for pickup	Always mail documents with personal information at the post office or deposit in an official postal service mailbox
Using the same simple password for different financial accounts	<ul style="list-style-type: none"> • Use different passwords for different accounts • Use strong passwords as recommended by the site • Keep a record of your passwords in a safe place
Not checking your account statements for possible errors or transactions you don't recall making	<ul style="list-style-type: none"> • Always review your statements shortly after you receive them • Contact the bank immediately with any questions or concerns you have
Providing your Social Security number in an email or letter to an organization you do not know	<ul style="list-style-type: none"> • Never disclose your Social Security number to an individual or organization • Legitimate organizations won't ask for this information, or will ask for the last four digits only to confirm your identity
Failing to review your free credit report at least twice a year	<ul style="list-style-type: none"> • Review your credit report to spot accounts, transactions and failures to make payments that are not yours • Notify your bank and credit reporting agency immediately about anything that seems amiss
Misplacing your wallet or credit and debit cards and hoping they will show up	<ul style="list-style-type: none"> • Always notify your bank immediately if you can't find credit or debit cards • Keep a list of the card numbers in a safe place to help the bank take the necessary precautions

Protecting Your Assets by Preventing Identity Theft

Activity Worksheet 2

Identity thieves are always on the lookout for ways to steal your financial information. But there are things you can do to limit these risks and prevent identity theft from happening.

This worksheet describes several of the most common things that people do that expose their financial information to would-be thieves. For each of these risks, describe the steps you can take to build a defense against identity theft.

You'll have a chance to discuss your answers with other participants.

1. **Risk:** Using an independent ATM (not affiliated with a bank)

How would you prevent it? _____

2. **Risk:** Providing personal information to a caller you don't know

How would you prevent it? _____

3. **Risk:** Clicking on a link in an email, even if appears to be from your bank or other financial institution

How would you prevent it? _____

4. **Risk:** Throwing out your bank account statements with the trash

How would you prevent it? _____

5. **Risk:** Asking someone at the checkout counter to enter your PIN for you

How would you prevent it? _____

6. **Risk:** Placing documents with your financial information in your mailbox for pickup

How would you prevent it? _____

Activity Worksheet 2, Continued

7. **Risk:** Using the same simple password for different financial accounts

How would you prevent it? _____

8. **Risk:** Not checking your account statements for possible errors or transactions you don't recall making

How would you prevent it? _____

9. **Risk:** Providing your Social Security number in an email or letter to an organization you do not know

How would you prevent it? _____

10. **Risk:** Failing to review your free credit report at least twice a year

How would you prevent it? _____

11. **Risk:** Misplacing your wallet or credit and debit cards and hoping they will show up

How would you prevent it? _____

Identifying Scams and Preventing Identity Theft

Resource Sheet

Organization Name	What It Provides What You Can Do	How to Contact
AARP	<ul style="list-style-type: none"> • Up-to-date information on recent frauds that exploit the elderly • Financial caregiver information 	www.aarp.org/money/scams-fraud (888) 687-2277
Better Business Bureau	<ul style="list-style-type: none"> • Scam alerts • Reporting scams 	www.bbb.org (703) 276-0100
Consumer Financial Protection Bureau (CFPB)/ Office of Older Americans	<ul style="list-style-type: none"> • Information and tools for managing finances and preventing financial exploitation • Fraud alert information 	www.consumerfinance.gov/older-americans (855) 411-2327
Consumer.gov	Information on scams and identity theft	www.consumer.gov
Consumer Credit Reporting Agencies <ul style="list-style-type: none"> • Equifax • Experian • Transunion 	Place a fraud alert to receive free credit report from each agency	www.equifax.com www.experian.com www.transunion.com
Annual Credit Report.com	Free copy of your credit report from each major credit rating agency once every 12 months	www.annualcreditreport.com

Resource Sheet, Continued

Direct Mail Association	Register for “Do Not Mail” list	www.dmaconsumers.org/cgi/offmailinglist/
Federal Bureau of Investigation (FBI)	Information on protecting yourself against scams	www.fbi.gov/scams-safety/fraud/seniors
Federal Deposit Insurance Corporation (FDIC)	How banks help victims of identity theft	www.fdic.gov/consumers/assistance/protection/index.html (877) 275-3342
Federal Trade Commission (FTC)	<ul style="list-style-type: none"> • Warning signs of identity theft • Report identity theft • Get scam alerts • Register for “Do Not Call” • Tips for protecting credit and debit cards 	http://www.consumer.ftc.gov/scam-alerts www.identitytheft.gov
Financial Fraud Enforcement Task Force	<ul style="list-style-type: none"> • Advice for avoiding and defending against scams and elder fraud • What to do if you’re a victim of fraud • Reporting fraud to authorities 	www.stopfraud.gov/report.html (202) 514-2000
National Consumers League (National Fraud Information Center)	Information on avoiding telemarketing and Internet fraud	www.fraud.org (800) 876-7060
OnGuard Online	Information on minimizing your chances of being scammed online	www.onguardonline.gov/topics/avoid-scams

Resource Sheet, Continued

Save and Invest	Instructions for reporting scams, identity theft, and other fraud	www.saveandinvest.org
Social Security Administration	Information about and application for representative payee	www.ssa.gov/payee (800) 772-1213
USA.gov	Information on identifying and protecting yourself against scams and frauds	www.usa.gov/scams-and-frauds (844) 872-4681

Financial Caregiving

Resource Sheet

Organization Name	What It Provides	How to Contact
AARP	Financial caregiver information	www.aarp.org/relationships/caregiving (888) 687-2277
Administration for Community Living	Information on services for older persons and adult with disabilities	www.acl.gov (202) 401-4634
Consumer Financial Protection Bureau (CFPB)/ Office of Older Americans	Information for financial caregivers	www.consumerfinance.gov/older-americans (855) 411-2372
Eldercare Locator	Access to local services for seniors, their families and caregivers	www.eldercare.gov (800) 677-1116
National Adult Protective Services Association	<ul style="list-style-type: none"> • Elder abuse reporting contacts for every state • Explanation of Adult Protective Services' responsibility to investigate elder abuse and help its victims • Information on financial exploitation of the elderly 	www.napsa-now.org/get-help/help-in-your-area (217) 523-4431

Resource Sheet, Continued

National Center on Elder Abuse	Information about elder abuse and access to interventions and support services for seniors	www.ncea.aoa.gov
National Council on Aging	<ul style="list-style-type: none"> • Comprehensive, free online service to help older adults find work, cut spending, reduce debt and use their home equity • Comprehensive, free online service to help seniors with limited income identify benefits • Financial educational program designed to help older adults learn how to budget, avoid scams, apply for benefits, and manage prepaid debit cards 	www.economiccheckup.org www.benefitscheckup.org www.ncoa.org/SavvySeniors
Social Security Administration	Information about and application for representative payee	https://www.ssa.gov/payee/faqrep.htm (800) 772-1213
U.S. Department of Justice	Comprehensive information on elder financial exploitation	http://www.justice.gov/elderjustice/financial/
Women's Institute for a Secure Retirement (WISER)	Financial Steps for Caregivers	www.wiserwomen.org/index.php?id=96&page=caregiving
Veterans Affairs	Information for retirement payees	www.benefits.va.gov/fiduciary