

Protect Older Adults From Scams!

Now, more than ever, we need to be aware of scammers...

This issue has information to help protect your residents and other older adults—and even yourself.



AVOID PHONE SCAMS

- ⇒ **Before answering the phone, ask:**
- 1. Do I recognize the caller or the phone number?** Don't know it? Don't answer. If you don't pick up, you can't be scammed.
 - 2. Am I on the *DO NOT CALL* list?** If so, and this is not a personal, charity, or political call, the caller is breaking the law.
 - 3. Do I want more unsolicited phone calls?** Every time you answer an unsolicited call, you verify your phone number is working, which can result in more calls.
- ⇒ **If you answer the phone...** it is okay to hang up.
- ⇒ **NEVER give out personal information** such as your name, address, birthdate, social security or account numbers.

SCAM RED FLAGS



URGENT/SECRET?

- Pressure to act immediately, time-limited offer
- Told to keep the contact a secret
- Designed to frighten you into action



LEGITIMATE?

- Claims to be from the government or law enforcement
- Claims to be calling to fix a problem with your account, computer, government benefits, or related to something in the news
- The contact has some of your personal information already



DEMANDS MONEY/PERSONAL INFO?

- Requires a wire transfer, prepaid credit card, or any person information

Information on this page was obtained from:

https://www.michigan.gov/documents/ag/Scams_Rack_Card_503673_7.pdf

Remember, it is a lot *harder* to recover from a scam than it is to

PROTECT YOURSELF FROM SCAMS

protect yourself from a scam in the first place!

What Can I Do?

- ◆ Sign up for the Do Not Call Registry at <https://www.donotcall.gov/>
- ◆ Report scams to Michigan's **Consumer Protection Division**
P.O. Box 30213
Lansing, MI 48909
517-335-7599
Fax: 517-241-3771
Toll free: 877-765-8388
- ◆ **Be supportive!** These crimes can happen to anyone of any age, gender, or income level. Try not to judge the person for this mistake.
- ◆ Stay informed—Learn about different types of scams.
- ◆ When no longer needed, shred mail, bills, bank statements, and other documents that have personal information.

Other Helpful Resources



Consumer Financial
Protection Bureau

<https://www.consumerfinance.gov/consumer-tools/fraud/>



a project of the National Consumers League

<https://fraud.org/common-scams/fraud-against-older-adults/>



<https://www.consumer.ftc.gov/features/scam-alerts>

To Report Elder Abuse, Neglect, or Exploitation

Of a nursing home resident by a staff member:

Call State of Michigan LARA: **(800) 882-6006**

Of an adult living anywhere in the community or an adult in a nursing home, if the abuse is by anyone who is *not* a staff member:

Adult Protective Services (APS) Centralized Intake: (855) 444-3911

If you think a crime has occurred: Call your local police/sheriff department (and LARA)

For More Information...

Long Term Care Ombudsman: (517) 394-3027

Tri-County Office on Aging: (800) 405-9141

Thank you for coming to work and caring for your residents! Your presence, skills, and compassion are needed more than ever during this difficult time.



The *Michigan Elder Justice Initiative (MEJI)*'s **Excellence in Caring** newsletter is published with grant funds from the **Tri-County Office on Aging**.

Written by: **Tammy Cordes**
Michigan Elder Justice Initiative
15851 S. U.S. 27; Suite 73
Lansing, MI 48906
517-827-8030

Questions or comments? Contact Tammy Cordes at: tcordes@meji.org

Content is for educational purposes and does not represent professional advice.