



# Excellence in Caring

June 2021



**Scams (part 2) issue—  
Read on to learn more!**

## Prevention Tips

### Buying/donating online: Be a smart consumer!

- **Know who you're dealing with.** Contact the Better Business Bureau at <https://www.bbb.org/> to make sure the business/charity is trustworthy.
- **Credit cards are the safest way to purchase or donate online** because charges can be disputed if they are false.
- **Guard your personal information.** Don't share it unless you initiate the call or contact.
- **Be cautious about unsolicited emails.** Do not open! Deleting them is usually the best approach.
- **Free regular credit report checks:** <https://www.annualcreditreport.com/index.action>
- **Resist pressure.** Legitimate charities are happy to give you time to decide.
- **Don't believe promises of easy money.** As the saying goes, "*If it seems too good to be true, it probably is too good to be true.*"
- To **OPT OUT of prescreened credit and insurance offers**, call (888) 567-8688.

For more information, click on:  
<https://fraud.org/prevention-tips/>

## Common Covid-19 Scams

**Beware of scammers trying to take advantage, even during the pandemic...**

- ⇒ **Identity theft** - Don't post a photo of your vaccination card online! Scammers can see and steal your name, birthdate, and other personal information.
- ⇒ **COVID-19 testing** - Scammers are targeting Medicare beneficiaries by offering COVID-19 testing in an attempt to steal personal information.
- ⇒ **COVID-19 funeral assistance** - Scammers pretend to be from FEMA's *Covid-19 Funeral Assistance Program*. They call to offer program registration to family members of people who have died from Covid-19. Scammers can then steal the family members' social security numbers and other forms of identification.

**To report Covid-19 scams, contact:**  
[National Center for Disaster Fraud](#)  
or call their hotline at 866-720-5721

**For more information, go to:**  
<https://www.usa.gov/common-scams-frauds#item-214623>



## Protect Seniors From Online Scams

*Did you know that 67% of U.S. seniors have been the victim or target of at least one online scam or hack? Here are 3 of the most common scams targeting older adults...*

**1. Grandparent scams**—A con artist calls or emails and pretends to be calling on a relative's behalf. He or she describes a problem, such as a grandchild being arrested or a car accident, and asks for money but *tells the older adult not to tell anyone*.

\***Do not respond—delete the email and report it to the Federal Trade Commission** <https://reportfraud.ftc.gov/>

**2. Tech support scam**—While online, a window that looks like a “computer hack” or “virus” warning pops up, using the name of a computer company (like Apple or Microsoft). It says you must download something to “fix” the issue, but it’s really a virus or program created to steal personal info.

\***Close the pop-up window—DO NOT OPEN IT AND DO NOT ENTER ANY BANK ACCOUNT INFORMATION.**

**3. Fake charities**—After a natural disaster, a phony charity sends an email asking for a donation. They may pose as a lawful charity or make up their own identity. They play on the older adult’s emotions and when the person “donates,” their bank account gets drained.

\***Avoid any charity/fundraiser that refuses to provide detailed information about its identity, mission, costs, and how donations are used.**

**To learn more, check out this informative fact sheet:**  
<https://www.attinternetservice.com/resources/senior-citizens-guide/>

## “S” is for Secure

**HTTPS** (<https://>) sites are “secure” sites for making transactions.

**HTTP** sites (notice there’s no “S”) are less safe—so avoid these when prompted to enter personal details.

**June 15 is World Elder Abuse Awareness Day!**

*What will you do, today, to protect the older adults in your life?*



**WORLD ELDER ABUSE AWARENESS DAY**  
Building Strong Support for Older People

## 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

**High five to all of you who go above-and-beyond to serve—**  
**Thank you for all you do to help protect your residents!**



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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](mailto:tcordes@meji.org)

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