



Scammed? Now what...

When making a report about yourself or your loved one being scammed, asking key questions can be pivotal to understanding and preventing future financial abuse.

What Questions should be addressed?



1. How was the contact made? (e.g. phone, email, door to door, etc.)
2. Was there a financial transaction?
3. How was money transferred? (e.g. wired, personal escort to bank, mailed a check, etc.)
4. Was this a one time occurrence or a repeating situation?

Once the information is obtained, contacting professionals at the discussed institutions (e.g. bank, credit union, etc.) is the next step.

Do you know the mandated reporting laws in your state?

Regulations vary from state to state. Visit the National Adult Protective Services (NAPSA) website to find the latest mandated reporting laws, as well as the contact information to report older adults and adults with disabilities abuse in your state: <http://www.napsa-now.org/get-help/help-in-your-area/>

Who investigates these cases??

Adult Protective Services (APS) investigates cases of abuse, neglect, and exploitation of older adults and adults with disabilities.

The **Long-Term Care Ombudsman** are advocates for residents of nursing homes, board and care homes and assisted living facilities.

Federal Trade Commission

www.ftccomplaintassistant.gov 1-877-FTC-HELP (382-4357)
www.ftc.gov/idtheft 1-877-IDTHEFT (438-4338)

Consumer Financial Protection Bureau and Federal Deposit Insurance Corporation

"Money Smart for Older Adults: Preventing Financial Exploitation"
http://files.consumerfinance.gov/f/201306_cfpb_msoa-participant-guide.pdf

Internet Crime Complaint

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National Center on Elder Abuse

<http://www.ncea.aoa.gov/>

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Other National Resources

Created by
National Center on Elder Abuse and
Paul Greenwood, Deputy District Attorney,
Head of Elder Abuse Prosecutions
San Diego DA's Office

