

# Know the Signs

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Unpaid bills, eviction notices, or notices to discontinue utilities



Withdrawals from bank accounts or transfers between accounts that the older person cannot explain



New "best friends"



Legal documents, such as powers of attorney, which the older person didn't understand at the time he or she signed them



A caregiver expresses excessive interest in the amount of money being spent on the older person



Suspicious signatures on checks or other documents



Implausible explanations given about the elderly person's finances by the elder or the caregiver



The elder is unaware of, or does not understand, financial arrangements that have been made for him or her

# If you suspect...

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If you suspect that an individual or company may be involved in a reverse mortgage scam, false advertising, or other fraudulent behavior, let your HECM counselor, lender, or loan servicer know. Then, file a complaint with the Federal Trade Commission, your state Attorney General's office, or your state banking regulatory agency.

Members of the National Reverse Mortgage Lenders Association adhere to a strict Code of Ethics and Professional Responsibility.  
Learn more at [www.reversemortgage.org](http://www.reversemortgage.org)

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*This brochure was prepared by the National Reverse Mortgage Lenders Association for distribution on World Elder Abuse Awareness Day with information from: the Administration for Community Living, National Adult Protective Services Association, National Center on Elder Abuse, National Committee for the Prevention of Elder Abuse, and Women's Institute for a Secure Retirement*



# Recognize & Report Elder Financial Abuse

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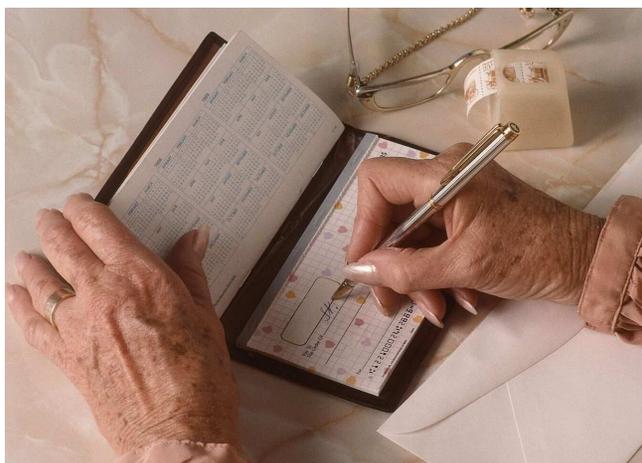
[www.reversemortgage.org](http://www.reversemortgage.org)

# What is Elder Financial Exploitation?

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Elder financial abuse, also known as financial exploitation, is the illegal or unauthorized use of an older adult's funds or resources for the benefit of someone other than the older adult.

This includes fraud, theft, and acts of deception to gain control over a senior's money or property.



# Common Scams & Fraud

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## Grandparent Scam

Pretending to be a grandchild in trouble in order to convince the senior to wire money or send prepaid debit cards.

## Identity Theft and Credit Card Fraud

Gaining access to a senior's personal information to take money and property. Includes fraudulently filing a tax return and stealing the refund, or impersonating the IRS and telling the senior the IRS is owed money.

## Sweepstakes and Lottery Scams

A widely practiced form of telemarketing fraud, scammers tell seniors that they have won a lottery or sweepstakes. The catch is, the senior must make a small payment or pay a fee to receive the alleged prize.

## Investment Schemes & Fraud

Unscrupulous professional investors try to sell inappropriate, unethical, or confusing investment products to seniors, or from con artists claiming to be the "Nigerian prince" or some other wealthy foreigner who asks for your bank account number to transfer millions of dollars into your banking account.

## Healthcare Scams

Getting information about a senior's medical accounts—like Medicare and Medicaid—in order to make fraudulent claims and take advantage of these taxpayer programs.

# Report It

If the situation is threatening or dangerous call 911 or the local police for immediate help

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## Adult Protective Services- State/Local Resources

<http://www.napsa-now.org>

## National Center on Elder Abuse

1-800-677-1116, <https://ncea.acl.gov>

## Consumer Fraud and Identity Theft

Federal Trade Commission, 1-877-FTC-HELP, 1-877-ID-THEFT, [www.ftc.gov](http://www.ftc.gov)

## Securities Fraud

Securities & Exchange Commission, 1-800-SEC-0330, [www.sec.gov](http://www.sec.gov)

## General Fraud and Other Criminal Matters

FBI, 202- 324-3000, <https://tips.fbi.gov>

## Health Care Fraud, Medicare/Medicaid Fraud, and Related Matters

Department of Health and Human Services OIG, 1-800-HHS-TIPS, [www.oig.hhs.gov](http://www.oig.hhs.gov)

## Internet Fraud and Lottery/Sweepstakes Fraud by Internet

Internet Crime Complaint Center (IC3), [www.ic3.gov](http://www.ic3.gov)

## Mail Fraud and Lottery/Sweepstakes Fraud

U.S. Postal Inspection Service, 1-800-372-8347, <https://postalinspectors.uspis.gov>