



Steps family members and caregivers can take to **SECURE BANK ACCOUNTS** and stop victim financial loss from continuing

Once notified of victimization, sit down with your loved one and:

- Ask to be notified by the bank of any unusual spending patterns or other signs of financial exploitation.
- Keep copies of all wire transfers, bank records, receipts, notes, and other associated paperwork.
- As a precaution, close existing checking and savings accounts. Banks can assist with rerouting any direct deposits.
- If a credit card number was given to the scammers, contact the credit card issuer and close/cancel as soon as possible.
- If fraudulent charges were made, contact the credit card issuer and explain the situation. They may waive fees, forgive all or part of the debt, lower the interest rate, or assist in other ways.
- Order the victim's free credit history report at AnnualCreditReport.com and check for signs of identity theft. Add a 90-day fraud alert or consider imposing a credit freeze on the file.

Tips to Share with Your Loved One

- **Never** provide account information or your Social Security number over the phone.
- **Always** use strong passwords and PIN numbers that are not easily guessed.

Report the fraud to:

Federal Trade Commission (FTC)

☎ 1-877-382-4357

🌐 ftc.gov/complaint or identitytheft.gov

The FTC shares these complaints with other federal partners, including U.S. Postal Inspectors. Victims of identity theft should visit the FTC website IdentityTheft.gov for help in setting up a recovery plan.

Senate Committee on Aging Fraud Hotline

☎ 1-855-303-9470

🌐 aging.senate.gov

The phone is staffed by a team of investigators who have experience with Medicare and Social Security fraud, and scams targeting older citizens. Their senior-friendly website features large print and an uncluttered layout.

Your local police department and federal authorities

Besides documenting the crime, this helps law enforcement track crime in your area and assists investigations.



**UNITED STATES POSTAL
INSPECTION SERVICE**

uspis.gov
1-877-876-2455