

The Phone Scam: **What You Should Know**

WHAT

A phone scam is aimed at stealing large sums of money through wire transfer, gift card purchases, money orders, or mobile payment apps from older adults. These types of scams are typically referred to as 'Grandparent Scams', but they can happen to anyone.

HOW

This scam aims to put us into a state of crisis to protect ourselves or a loved one. Someone will call posing as a someone we care for or an official [officer, lawyer, doctor, etc.] urgently requesting money.

WHEN

Avoid answering calls from unknown callers. Always call your loved one to determine if a call is legitimate and do not share personal or financial information. A scam is not inevitable, we can all support one another to prevent phone scams.

WHO

Who is available to provide assistance?

- **Local Law Enforcement** or
Consumer Protection Agency
- **National Elder Fraud Hotline: 1-833-372-8311**
- **Federal Trade Commission (FTC):**
reportfraud.ftc.gov
- Visit **NCEA** for more resources: ncea.acl.gov

