



>> Seema Sehwat: Good morning everybody. My name is Seema Sehwat. I'm the interim director for the Interdisciplinary Center on Aging for Chico State. This presentation has been made possible through the efforts of the Interdisciplinary Center on Aging, Butte County Adult Coordinating Council, and Riverside Convalescent Hospital. So, we all have come together to really bring experts here talking about elder financial abuse and how to really come together and create communities that care for our seniors and help us create communities that are safer for our older adults. So without further ado, I'll introduce our speakers. We'll go over a few housekeeping issues and then I will just turn it to them to take it on. We have Bruce Brenston...

>> Bruce Briston: Briston.

>> Seema Sehwat: Briston -- sorry, from the DA's Office. He's an investigating lieutenant at the DA's Office and graciously agreed to be here, so if you have any questions, hold on to those questions for him. We'll give you a window for question and answers. We have Shirley Krohn, and it has been a pleasure to work with Shirley over a couple of years now. Shirley is a senior assembly member, and we are so fortunate that she came all the way from Walden Creek to be here with us today and has a lot of experience...

>> Shirley Krohn: It's hot there, too [laughter].



>> Seema Sehrawat: And has a lot of experience working on issues around elder financial abuse. We have Ethel Byers who's our public administrator -- public guardian. If you don't know who that is, what that means, Ethel is here to talk about that and really talk about her role and what a county does. Then we have Charles Coleman who's a senior social worker with Adult Protective Services, so the role of Adult Protective Services and how they come in and help older adults in our community, so we have a dynamic group of speakers here. We were also hoping that Matt Reckly with the sheriff's department will be here -- Detective Reckly. He sent me a text this morning saying there was a crime in the night and he was out investigating until four in the morning, so he will not be here, so on his behalf I apologize and I hope, you know, we can get sheriff's office some other time and get their input on this issue, as well. So, we'll have Shirley present first, we'll show a small DVD, and then we have a -- she has a PowerPoint presentation around the issue of elder financial abuse that we'll talk about, then we'll take a question and answer break, then we'll move onto Bruce, and then Ethyl, and Charles, so that's how the presentations are going to go. I know it's a three-hour long presentation, feel free to go back and get some more food, or if you need to use the bathrooms, or if you cannot stay for the whole presentation we do understand, but we do appreciate you taking the time this morning and coming. If you want a certificate of participation for this training, they are back there with Julie, so you can approach her for a certificate, if you want.



Continuing education units -- the certificates are with her too, and she would be happy to give those to you. Towards the end of the presentation, I'm going to hand out the evaluation sheets. We would really appreciate if you can give us your feedback. What, you know, you thought about the training, and what else we can do in the future for our community, so those are just a few housekeeping issues. I don't think you have to take care of anything this morning, so thank you very much for coming and here is Shirley. Thank you.

>> Shirley Krohn: Well, thank you. Can ya'll hear me in the back?

>> [Inaudible audience response].

>> Shirley Krohn: Good, I can hear myself too. Anyhow, welcome to everybody. This is not the most glamorous of topics to talk about, but I think there's going to be a ton of information that you're going to be able to use today and take away with you. Unfortunately I brought all of the material that I had available to me, so there's not enough to go around to everybody, but Tina tells me they're going to scan whatever and make it available to people, so if you didn't get it today, you'll get it at some point. Anyhow, what I wanted to do to start out with is take just two seconds to talk about CASE.



CASE stands for Communities Against Senior Exploitation and it's an offshoot of a larger non-profit in the Bay Area called the Elder Financial Protection Network, and I have been doing presentations around the Greater Bay Area now for several years, and it's just astounding to me, you know, how much people don't know about what they could do to protect themselves, and how a lot of them have become victims, so -- or should I say survivors, that's a better word. What I'm going to start out with today is a video that was produced by the Department of Justice, here in California, several years ago and it, sort of, baselines the issues. It doesn't cover everything about financial abuse, but will cover some of the preliminary things, and I think this'll be a good place to start, and then I'll go into my PowerPoint and give you a little bit more information, so.

START OF VIDEO

[Music]

>> [Background Music] Murder, carjacking, extortion, robbery -- you can't turn on the evening news without seeing a story about them, but there's another crime that we don't often hear about and goes unreported, yet it's so rampant, it's being called the crime of the 21st Century. It's the financial abuse of seniors. Each day active, informed seniors are victimized by predators who rob and steal their money and property.



The weapons these criminals use are not guns and knives, but the telephone, the mail, the sales pitch, or the manipulation of a close personal relationship. But not matter what tactics they employ; what's at stake is everything you've worked a lifetime to earn. It's time to face it. Financial abuse of seniors is a crime. Financial abuse occurs when individuals steal or exploit your money, property, or personal belongings. These individuals act sincere and appear trustworthy. In fact, they are predators.

>> We're here because my mother, who is 87 years old and has had a stroke has been bombarded with mail and advertising, for whatever good cause is out there, and some that are not so good. There's been a raid on her treasury.

>> \$4,000.00 in one month.

>> And they are trying to empty her bank account.

>> Thomas Harris: Our victims, even though most of them are women, come from all ranges or culture and class. The seniors are the targets because that's where the money is.



>> In order to keep from being a victim, you need to understand who the predators, cons, and swindlers are, and to be aware of the various methods they use to commit their crimes. Knowledge is power, and the key to beating these criminals. You can control your life and keep from being victimized by learning to identify the signs of abuse and then taking action to prevent it.

>> Barry Minkow: For those seniors out there who say it won't happen to them, sadly, I know a lot of people in prison who would love to meet them. We, who are perpetrators of fraud, love people who think they know it all and are unteachable.

>> I was really taken. I've got eight years of college, I thought I was intelligent. I got a call from Florida. If I give them \$25,000 they were going to make me a billion dollars within a month or two.

>> Victims of financial abuse come from all walks of life, yet share one thing -- denial.

>> Barry Minkow: Every victim originally once said you know something, that'll never happen to me -- to me. Before you realize that it's a fraud, you're already sucked in and it's already too late.

>> Hilda Grey: This is a very scary business. Nobody wants to believe this is going to happen to them, but it can.



>> I never thought we'd be taken like that. Never.

>> You see these stories on television, and you read about these things happening to other people, and then it does happen to you, the shock, the trauma, the feeling is unbelievable.

>> Predators who target seniors can be divided into two groups. The first are people you don't know. Strangers. Men or women. Young or old. All motivated by one thing only -- to separate you from your money or possessions. Friendly predators are very skilled at what they do. They begin by trying to win your trust and confidence. They befriend you, get very personal, or even assume a position of authority.

>> It's when I had confidence in them that they hit. They both had badges and clipboards with papers on them.

>> He even had a very nice way about him. I mean, he was pleasant. I mean, we -- we truly believed his story, and he was a nice person. If I have to say that about him, I have too. There was no indication that he was anything but nice.

>> Chayo Reyes: The suspects are using their personality, their charm, their words, their kindness in order to bring our barriers down.



>> They were really convincing. They were slick.

>> All I need is your routing number and then your checking account number, and check number.

>> Convincing, slick, smooth -- con artists perpetrate hundreds of different scams each day. Earning your trust is just part of the con game, with their ultimate goal being to take your money or property. There are red flags that seniors need to look for. Learning to spot them could mean the difference between being scammed or not.

>> Hilda Grey: Victims will comply for several reasons. One is the telephone rings, nobody's home for two or three days, there's a nice sounding person on the other end of the phone who tries to make contact with them, and will relate to the same thing that the senior is experiencing.

>> Chayo Reyes: That's how it initially starts, and once they have that personal attention and they engage in conversation, they're able to find out a little bit more regarding that victim -- their likes and dislikes.



>> Barry Minkow: This is critical. If I'm going to separate a senior from their money, I need to separate the senior from the internal controls that have been set up by the family, accountant, lawyer to prevent the senior from falling into the clutches of somebody like me. So I need to separate them from their accountability system first, then I own them -- I own them.

>> Some of the most common scams perpetrated by strangers are prizes, lotteries, and home improvement scams. Prizes and lottery scams usually inform a con artist informing you by phone, by mail, through the internet, or in person that you've won a valuable prize or a lot of money, but before they'll send you anything, they require you to send them money to cover taxes, shipping, or processing fees. The reality is, you'll never see your winnings, or if you do, the amount is usually less than what you paid to receive them.

>> The lottery scam, you know, like you win something, but there's really nothing in there, you know.

>> Hilda Grey: If somebody calls you or sends you a note that says you've won the Canadian lottery, the first thing you ought to think about is, did you ever buy a ticket?

>> Thomas Harris: If you receive a piece of mail that says you're an instant winner or that you have to pay anything in order to pick up your prize, that's a scam.



>> Barry Minkow: Here's the deal -- don't miss this. Anytime anybody asks you for upfront money in a sweepstakes, say great, take the 25 grand out of the million I won and send me a check for 975,000 -- just take it out of my winnings and send me the balance. That's all you got to do to handle all those upfront schemes, because that's all they are is a big con.

>> Thomas Harris: We know that telemarketers, the longer they keep you on the line, the more chance they have of selling you something.

>> Barry Minkow: If I were someone perpetrating fraud again the elderly, I'd say this is a no-lose situation, you're blessed to be a part of, and I'd make them think that if they don't act now, then they got a big problem later. Watch for all those signs.

>> Another favorite scam of con artists is the home improvement scam. They work alone or in groups, going door-to-door selling bogus home improvement services or repairs.

>> I know better. I was a [inaudible] specialist, I know all about [inaudible]. It's just like [inaudible] this room today.



>> Con artists can be very persuasive and given the opportunity, will coerce you into purchasing something you don't need, charge you a grossly inflated price, or worse, take your money for services they'll never even perform.

>> They did come to the door and I just let them in, because I'd seen the trucks and then I thought they were part of my furnace people, and I don't even know if they called me first, but we were sitting at a table, and they were explaining to me that my air conditioning didn't work very well, and they showed me some little contraption over the vents, and it looked very, very technical -- scientific, so I went with it. I'm from the mid-west, we're very polite.

>> Thomas Harris: One of the hardest things we have getting across to seniors is be rude when you need to be.

>> Knowledge is power. Whether con artists are perpetrating prizes, lottery, or home improvement scams, you can avoid becoming a victim by taking a few simple prevention steps.

>> Oh, I have the power to hang up. I hang up on people who try to sell you things all the time.



>> Chayo Reyes: If you receive a piece of mail that says you're an instant winner, throw that mail in the trash. Our seniors, unless they call for that service, should never open the door for any reason.

>> Hilda Grey: Don't jump into any of these situations that do sound good, and do sound legitimate and think about it.

>> Barry Minkow: Any sweepstakes offer, or any offer for refinancing, home repairs, you bring in your son or daughter, grandson or granddaughter, or your lawyer and accountant. Never depart from your money, give personal information to people you don't know. It's just the better part of wisdom.

>> Until now, we've focused on con artists you don't know. Sadly, the second and most troubling group of predators that commit financial abuse today, are the people you do know. Those individuals closest to you -- family, friends, and caregivers.

>> A lot of the crimes are committed by family members and people who the elderly trust.

>> Hilda Grey: It is devastating to realize that a family member who you loved and maybe even cared for could turn around and do something so horrid, but I can tell you that it can happen to all of us.



>> It was my daughter and her husband, and because my house was large and they had a very small house, she said well, dad said on his dying bed that we all three could live together. But I didn't know that they had in mind that they were going to get the house. He tried to get me to sign a paper one time so that his name could be on the house. I was very upset that they started to change everything and I have found myself finally out of the family room, out of the dining room, out of the rest of the house. All I had was a bedroom and bath. I lost complete control.

>> It's not always a relative that will take advantage of your situation. Sometimes it's simply a friend or a caregiver who believes he or she is entitled to your money or property.

>> Barry Minkow: We don't pay enough attention to our grandparents or parents and there's fraud perpetrators that will -- that will. They'll love them, they'll call them every day, they'll get involved in their life, and it leaves them vulnerable for fraud, because in the eighth conversation can you give me your checking account number, give me your social security number. I've got this deal for you. You can trust me. How's the hip doing anyway, Ellen?

>> I had been sick, had been in the hospital about a month before and I just didn't feel like signing a check for my rent and all that, and he did it for me. I thought he was a really nice person.



>> Thomas Harris: Somebody was taking money out of your ATM card, about \$300 a day.

>> It was my friend. I didn't have sense enough to say well, don't do it.

>> Thomas Harris: Do you remember how much money you had?

>> I thought it was around 300 and something.

>> Thomas Harris: Thousand dollars.

>> Hmm-mm.

>> Thomas Harris: Do you know how much money you had left?

>> A penny.



>> The thought of someone you trust taking advantage of you is often too painful to admit. Being aware of some basic indicators that will alert you when someone close to you may be abusing your trust, if not in your family, certainly in others. Financial abuse can start very simply, like lifting money from your wallet. Some people will attempt to get what they want by isolating you from your family and friends. Still others will persuade you into adding their names to your bank account or signing over your home.

>> Hilda Grey: And the way you protect yourself is to be as knowledgeable as you can about your own finances. Ask questions and if it doesn't sound right, keep asking questions or get another opinion.

>> One of the major benefits that come with age is wisdom. Life is unpredictable. You might be healthy and sharing a home with someone today, however that could change, but con artists won't. They'll continue to target seniors.

>> The only way that we can beat this thing and the only way that we can stop this is that people start talking about it and start reporting it.

>> Thomas Harris: You can empower yourself to take over right now what's been going on in your life. You can call Adult Protective Services and say I need help.



>> If it hadn't been for this lady here, I'd have been out \$25,000.

>> Well, it sounded too good to be true.

>> Thomas Harris: You would have had zero if the [inaudible] had not intervened, but we recovered \$120,000 for you.

>> Thank heaven.

>> Barry Minkow: Listen, when you lose your money it's too late. Go to your bathroom. Take out your toothpaste. Squeeze it. Now try to put it back in. Once the toothpaste is out of the tube, you can't put it back on. That's elder abuse fraud. You're never getting your money back.

[Music]

>> Financial abuse of seniors, whether committed by strangers or people you know, is a crime. There should be no doubt in your mind that, even though you're a target, you don't have to become a victim. Keep learning all you can about the problem. Be alert to the signs that it may be happening to you and share your knowledge and wisdom with other seniors. Together we can prevent the financial abuse of seniors.



[Music]

>> For further information about senior financial abuse, visit our website at www.safestate.org.

[Music]

END OF VIDEO

SHIRLEY SPEAKING BEFORE START OF POWERPOINT PRESENTATION:

>> Shirley Krohn: I think they spent a lot of money putting that thing together. Don't you? And it shows it, I mean, it gives some really good examples. Real -- real people talking about the crimes that have been committed against them. While we're [inaudible] the PowerPoint. Bruce mentioned the grandma scam. Have anybody -- Has anybody received that type of phone call? Well I've been talking about it since I heard about it, and guess what, I got a call. So I had a real live example that I could then communicate to people, and I swear, the person I was talking to sounded exactly like my youngest grandson. He said grandma. I said yeah. He says it's your grandson, and I said -- stupid me, which one? Duh?



And he says it -- I don't know if I said Logan or Brent, but anyway, he said it's Logan. I must have said it or how would he know. He says grandma I came into Guatemala with some friends and I'm kind of stuck here. He didn't ask me for any money yet, but I immediately then checked into okay, what's going on here? So I said, so you're in Guatemala huh? Fat chance of that happening. I said why don't you call me back in 10 minutes, and I thought well, I'll never hear from him again. Son of a gun, in 20 minutes he called me back. How stupid is that, right? Because in the meantime I called my son and daughter-in-law and we had a good laugh over it, and I thought, you know, that's the end of that, I'll never hear from him again. He called, got on the phone and I started to laugh, and I said you are so busted. I said you, you know, you better, you know, not call -- I don't remember what I said, but I thought it was kind of funny because I've been talking about it for so long and now, all of a sudden, it happened to me. So, just when you think you're safe, guess what? It can happen to you to. So that's happened with a couple of scams.

The Numbers Are Sobering

- ▶ Only 1 in 100 cases are reported
- ▶ Financial abuse represents 15-45% of cases reported to Adult Protective Services
- ▶ **MetLife estimate \$2.4 billion in losses to financial abuse by family members and caregivers**
- ▶ AARP estimates \$40 billion in losses annually to sweepstakes fraud and financial abuse targeting seniors

CSOE
PROFESSIONAL
RESPONSE

2

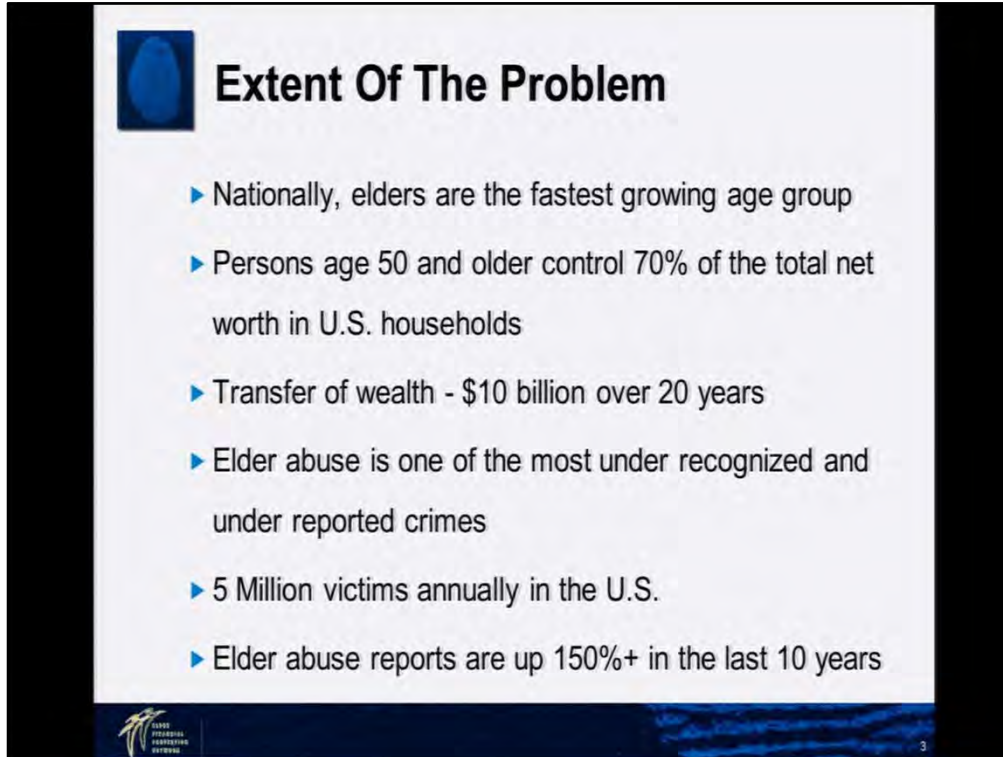
This first slide I think is very interesting, especially the third bullet down. This is information from MetLife, but it's about four years -- maybe a little bit more than four years old, and if they're telling you -- or telling anybody to that there's \$2.4 billion in losses to financial abuse, and if it's four years old, I bet that number has escalated greatly. And one of the reasons it has it because it's still, believe it or not, the most underreported crime, and I'm sure my colleagues will speak to that as well. People are not reporting, for whatever reason, and I think that, in and of itself, is too bad.



Extent Of The Problem

- ▶ Nationally, elders are the fastest growing age group
- ▶ Persons age 50 and older control 70% of the total net worth in U.S. households
- ▶ Transfer of wealth - \$10 billion over 20 years
- ▶ Elder abuse is one of the most under recognized and under reported crimes
- ▶ 5 Million victims annually in the U.S.
- ▶ Elder abuse reports are up 150%+ in the last 10 years



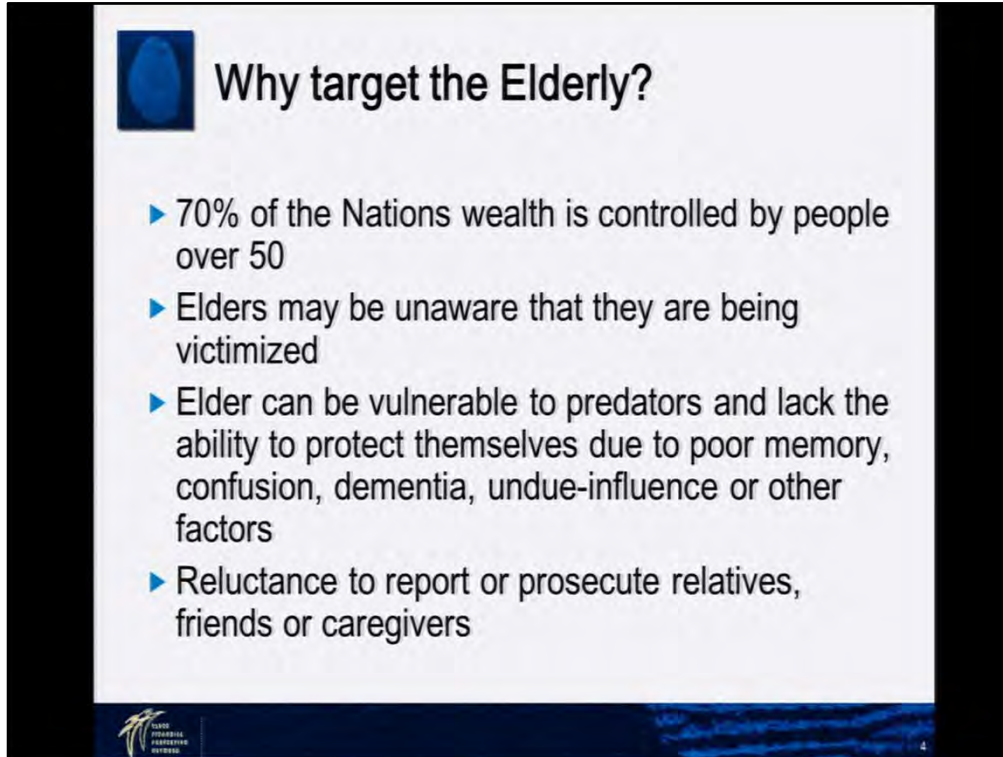


Extent Of The Problem

- ▶ Nationally, elders are the fastest growing age group
- ▶ Persons age 50 and older control 70% of the total net worth in U.S. households
- ▶ Transfer of wealth - \$10 billion over 20 years
- ▶ Elder abuse is one of the most under recognized and under reported crimes
- ▶ 5 Million victims annually in the U.S.
- ▶ Elder abuse reports are up 150%+ in the last 10 years

1100 FEDERAL RESERVE BANK

The extent of the problem -- if you look at it nationally, you'll note that the elders are the fastest growing age group. My God, we've seen statistics all over the place about how, you know, the aging population is exploding. Tsunami is a term I hear used all the time, but it happens to be true. Persons age 50 and older control a great majority of the property out there, especially, you know, if they've been around for a while. You own your house -- unless you're like me and keep refinancing, and so I keep continuing to have a 30 year loan, whether I like it or not, but most people, you know, own their home, which means there's equity, and that's what the kids want to get their hands on, or the caretakers or, you know, whoever is that has control or access to your information. And it says here, and I think there are some more recent figures from the Consumer Financial Protection Bureau, but this is saying there are 5 million victims annually in the U.S. Well here again, that's just those who have reported. How many more are out there? Okay, so we can -- we can say that elder abuse reports are up 150% in the last 10 years, but we've got a long way to go to get it completely reported, and what not. And that's one of the reasons why I think it's important for everybody to have an awareness of exactly what's going on.

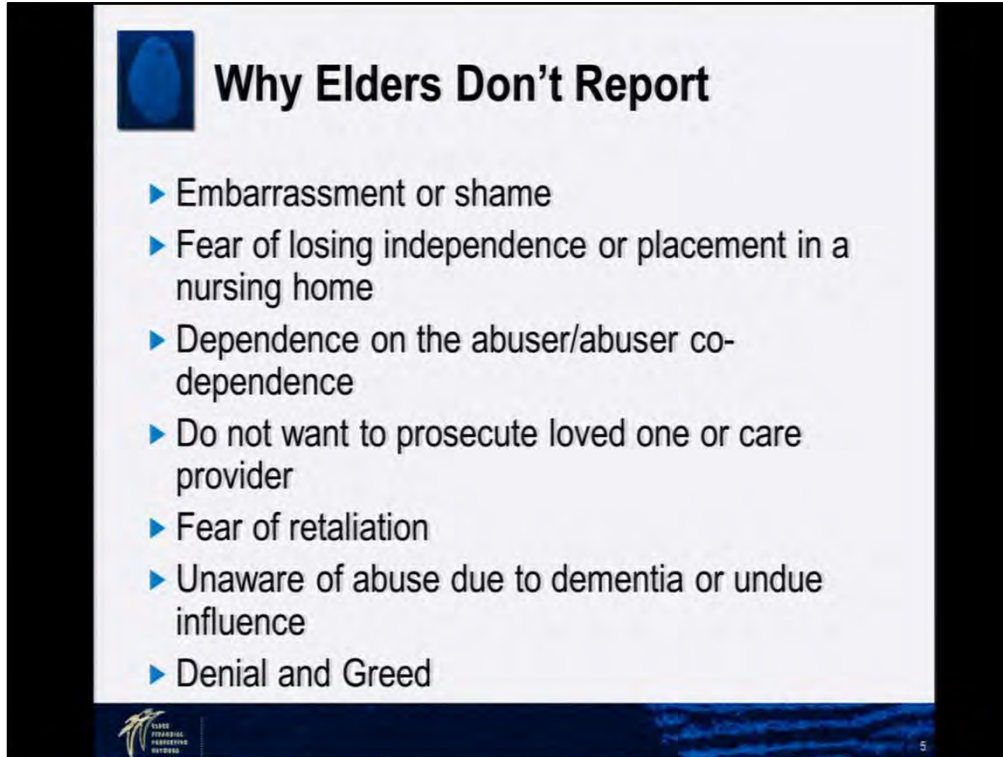


Why target the Elderly?

- ▶ 70% of the Nations wealth is controlled by people over 50
- ▶ Elders may be unaware that they are being victimized
- ▶ Elder can be vulnerable to predators and lack the ability to protect themselves due to poor memory, confusion, dementia, undue-influence or other factors
- ▶ Reluctance to report or prosecute relatives, friends or caregivers

CSAO
COMMUNITY
PROTECTION
NETWORK

Now, why target the elderly? Well, 70% of the nation's wealth is controlled by people over 50. The other thing that's kind of sad and has been referred to in the video, is people just simply don't know they're being targeted. They just don't have a clue that somebody's trying to separate them from their finances, which is really sad. And if you're -- I'm a product of the depression and my parents were World -- ya'll remember World War I? Does that ring a bell with anybody? But that's a trusting generation. People really trusted, you know, and people very seldom would question things that were happening, which is kind of too bad. And being vulnerable, you know, being gullible because you want to believe the person, especially if it is something that does sound too good to be true. There's an element of trust that I think is very dangerous that, like the film said, it's okay to say no. In fact, it's probably better to say no more than you say yes. Reluctance to report. I think that the DA mentioned that and went over it very well, but I can tell you of instances that I know in my own county where people have been taken advantage of financially and they're sitting in the DA's Office and the DA is there, and APS is there, and everybody's there saying you have been scammed, and they will sit there and deny, deny, deny. No, this did not happen to me, and that becomes the basis for one of the most difficult jobs to try to convince people that yes, you have become a victim of this crime. A lot of people just don't want to admit it, you know, and so they'll go ahead and pay the money out, if they have too.

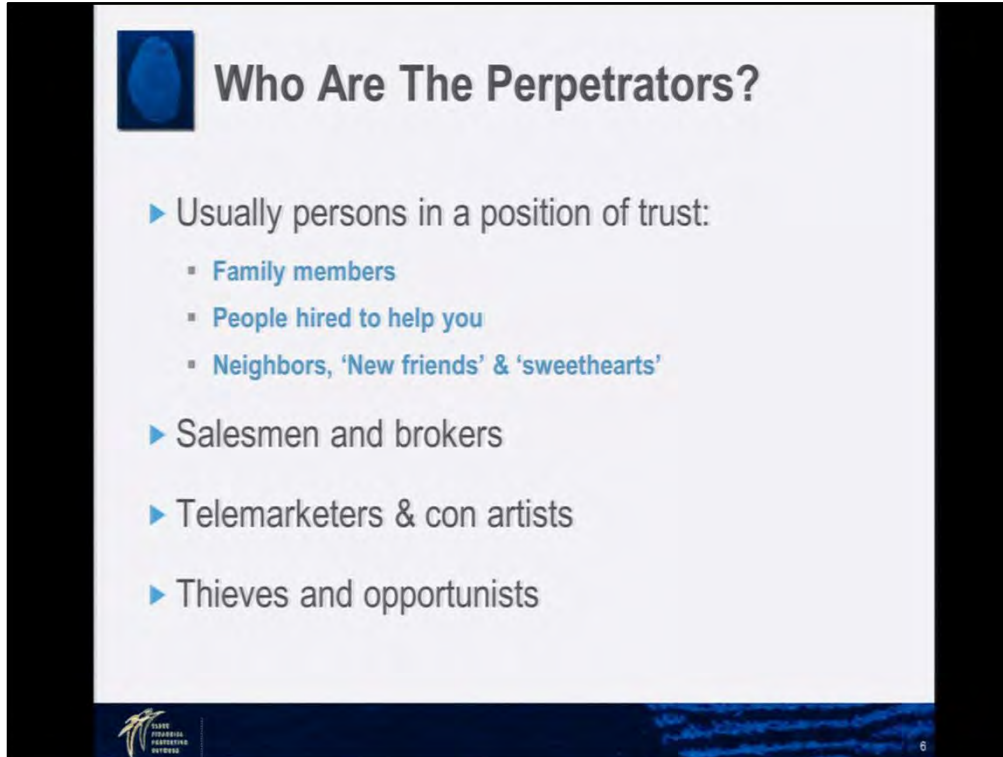


Why Elders Don't Report

- ▶ Embarrassment or shame
- ▶ Fear of losing independence or placement in a nursing home
- ▶ Dependence on the abuser/abuser co-dependence
- ▶ Do not want to prosecute loved one or care provider
- ▶ Fear of retaliation
- ▶ Unaware of abuse due to dementia or undue influence
- ▶ Denial and Greed

CSAS
COMMUNITIES AGAINST SENIOR ABUSE
NETWORK

Why elders don't report? Well, there's a -- there's a, I think a big word associated with this and it has to -- the word is fear. Fear of retaliation, if it's a family member. Fear of emotional blackmail -- grandma, or whoever, you know, if you don't give me this money, or sign over, or do this or that, or whatever you're not going to be able to see your grandkids, your great-grandkids. I'm going to prevent you from seeing, you know, the family. The isolation factor, you know, they put you, you know, like in the film, get you isolated so that you don't have any contact with anyone, which is another reason the fear of retaliation. Denial -- denial is huge. This could not be happening to me. I can't tell you how many people I have talked to that said, in my professional life I was an attorney and I had all this responsibility and all, you know, these issues that I had to deal with on a day-to-day basis, so it couldn't be happening to me, because I'm too smart for that. Guess what? It really does happen, even to very smart people, and even very smart people make really dumb decisions. So, even if they have the cognitive ability to do something, they make a decision that's not in their best interest, so it's huge.



Who Are The Perpetrators?

- ▶ Usually persons in a position of trust:
 - Family members
 - People hired to help you
 - Neighbors, 'New friends' & 'sweethearts'
- ▶ Salesmen and brokers
- ▶ Telemarketers & con artists
- ▶ Thieves and opportunists

STATE SENATE PROFESSIONAL NETWORK

6

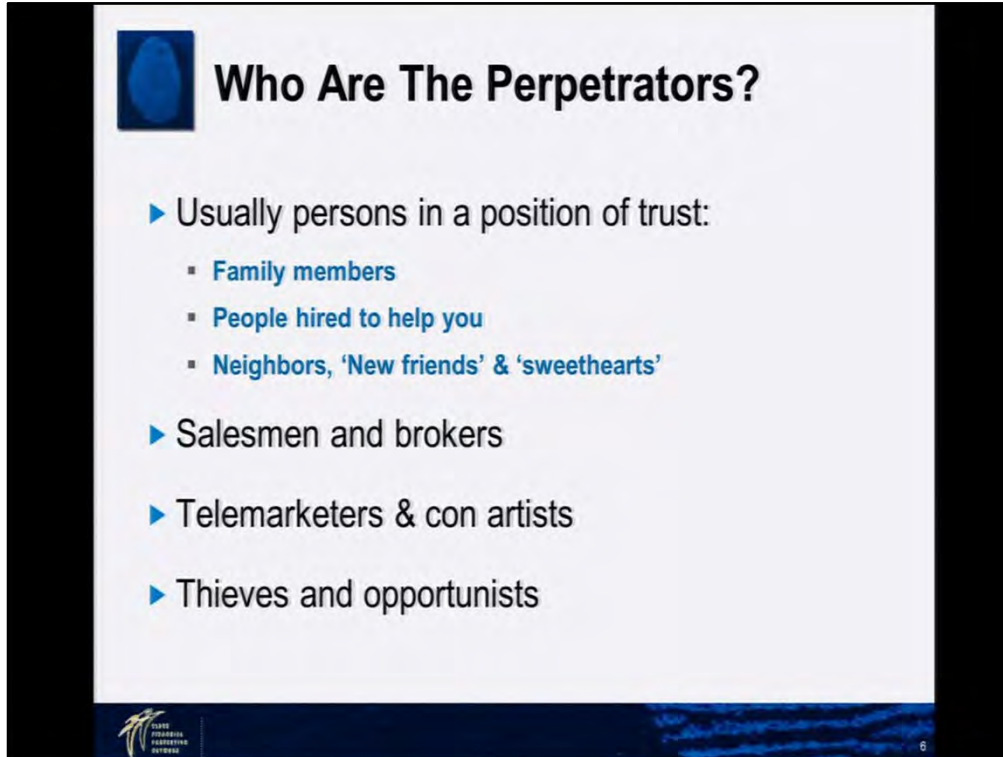
Who are the perpetrators? Usually people that are in a position of trust, so it could be a family member. It could be somebody that you've hired to come in. Let me just give you a real life example. I was in Sacramento about three or four weeks ago, testifying in front of the Senate Committee of Aging and there were several bills being read that day, but one was a bill about caregiver background checks. Okay. And I got up in favor of the bill and there were several people who were sitting at the table and had, you know, testified, but I got up and I said I'm in favor of this bill, because we don't do a very good job of protecting our elders and, you know, making sure that they're safe from predatory caregivers. When I left the microphone, and I asked if there was any opposition, 50 maybe 60 people got up in line and stood up, and they were only allowed to say their name and why they opposed it or feel that they were opposed to it. I was aghast. I thought to myself, this is unbelievable. Is anybody in here a caregiver?

>> [Inaudible audience response].

>> Shirley Krohn: Did you have your background checked?

>> [Inaudible audience response].

>> Shirley Krohn: Yeah. Well, congratulations on your new...



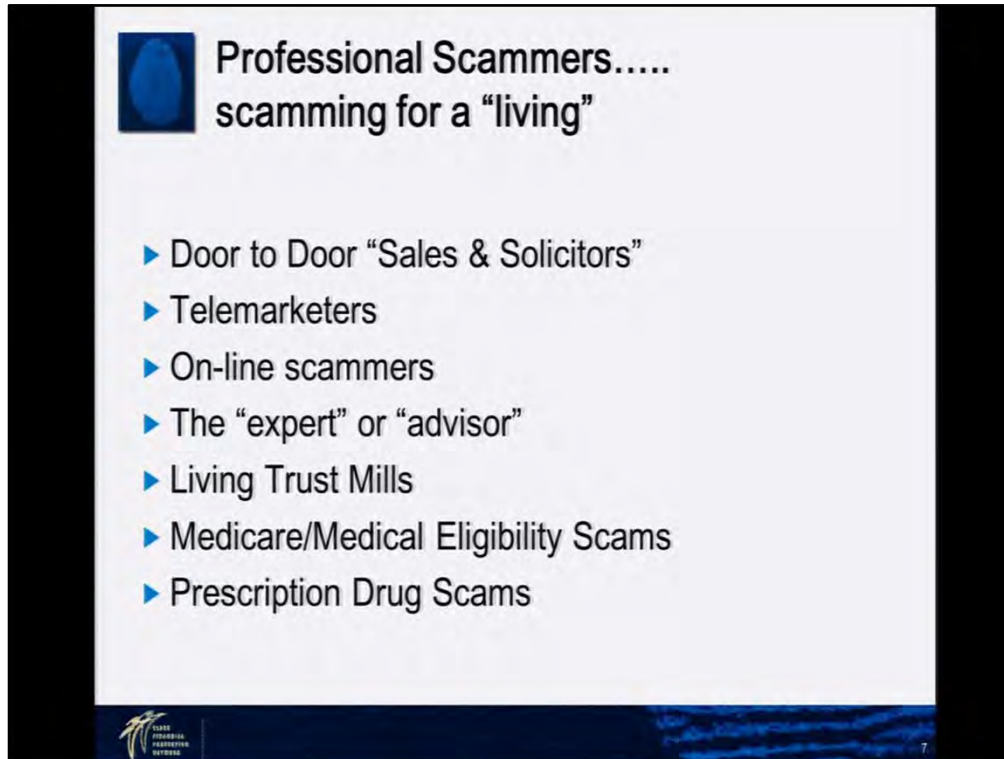
Who Are The Perpetrators?

- ▶ Usually persons in a position of trust:
 - Family members
 - People hired to help you
 - Neighbors, 'New friends' & 'sweethearts'
- ▶ Salesmen and brokers
- ▶ Telemarketers & con artists
- ▶ Thieves and opportunists

STATE OF CALIFORNIA
DEPARTMENT OF SOCIAL SERVICES
6

>> [Inaudible audience response].

>> Shirley Krohn: Well, the point is, and the reason I bring this up -- well, there's two reasons and I just gave you one about all of the opposition, and I heard on caregiver provider say, the people I hire don't want to have their backgrounds checked, and I thought why not? What are they hiding? Okay. The second reason is, the penal system in the state of California, when they're releasing people from the system, will very often council these people to get jobs as caregivers, because they don't check into your background. Can you imagine innocently hiring somebody who's just been released from the penal system? Now, I've heard this too many times from DA's in other counties. It may have stopped a little bit, but I think it's -- it may still be out there. That's why I think it's personally our responsibility as family members, and whatnot, to make sure that people that we come in to take care of our loved ones have been properly background checked and fingerprinted. Even if it's going to cost money to do it, it's for everybody's own protection, so that's my soapbox. One of them anyway.



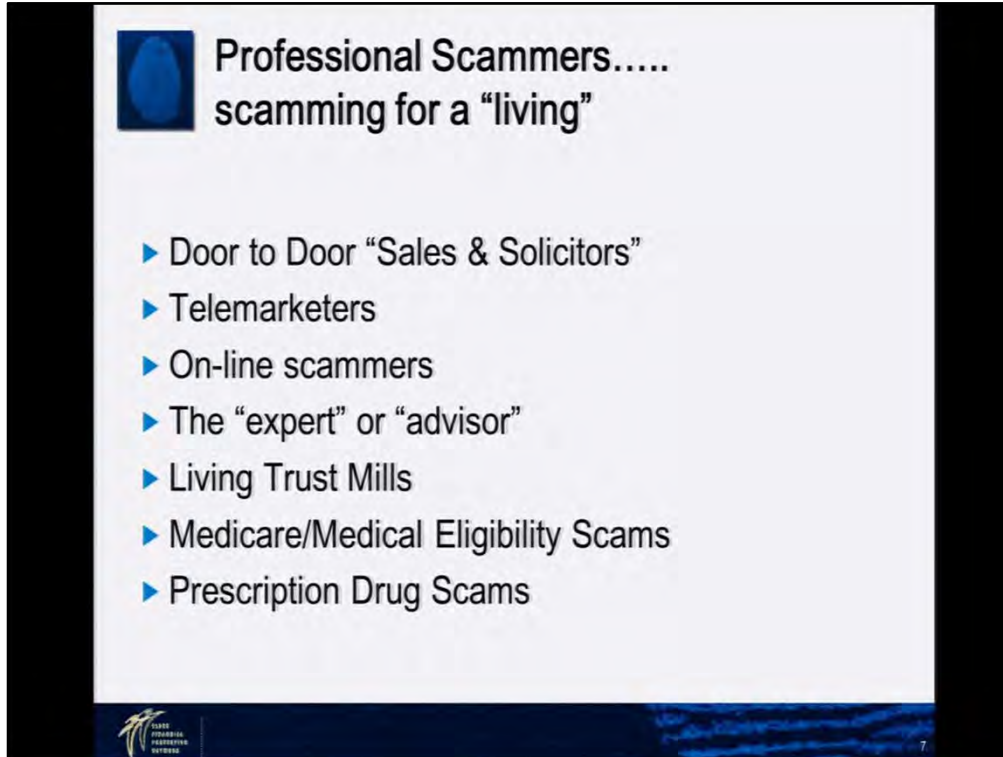
The film went over the telemarketers and the salespeople, and whatnot. I have to tell you that I call it -- I call it a scam de jour, because it seems like every day there's a new one that's been created, and I'm thinking we've got some pretty intelligent entrepreneurs out there that are thinking of these things to do what they can to get money away from people. And I just am amazed when I see how they're doing that, and who they're doing it to, and how vulnerable people are. The one thing that I wanted to -- where's my [inaudible]. How many of you have received an invitation for a free lunch?

>> [Inaudible audience response].

>> Shirley Krohn: Tada. Did anybody go?

>> [Inaudible audience response].

>> Shirley Krohn: Well, you're smart. I get, probably, two or three of these a week from, you know, popular restaurants in my community. Let me tell you what this is all about, for the most part. I'm sure there are some legitimate -- legitimate salespeople out there, but what they're selling, for the most part, are deferred annuities.

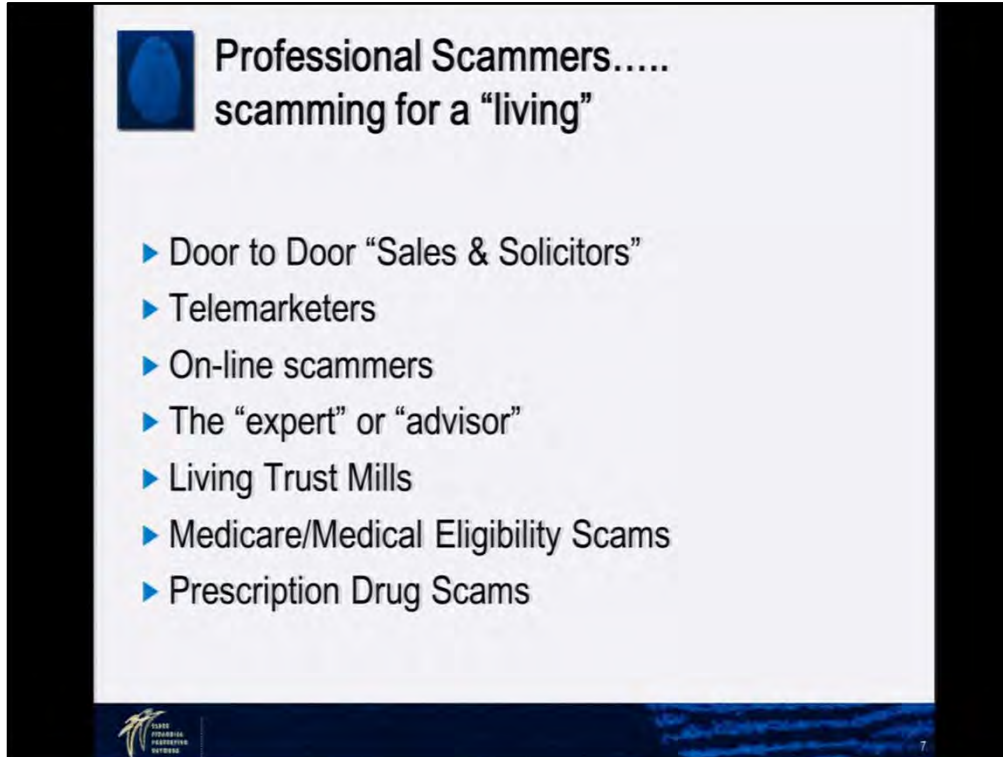


**Professional Scammers.....
scamming for a “living”**

- ▶ Door to Door “Sales & Solicitors”
- ▶ Telemarketers
- ▶ On-line scammers
- ▶ The “expert” or “advisor”
- ▶ Living Trust Mills
- ▶ Medicare/Medical Eligibility Scams
- ▶ Prescription Drug Scams

CSAS
COMMUNITY
SERVICES
NETWORK

And if you know anything about annuities, especially deferred annuities, they have a long mature life, and chances are if you're a senior -- 75, 80, 85 years old, and you embark on something that's got a maturity rate 15 or 20 years down the line, you're tying up that money and chances are you're not going to see it in your lifetime. I mean, it's just the reality, right? So what's in it for them? The more they sell, the more commission they get, so this is just, you know, like a -- they call them trust mills, because that's what it really is, you know, they're out there selling these things, right and left. Where they get you is at the end of the presentation they may make a statement like, you know, if you want any more information, or whatever, come and see me and we'll arrange to -- an appointment with you, usually in your home. When that occurs -- I have heard from my friends at the Department of Insurance here in California, they become your best friend. You're never going to get rid of them. They're going to learn as much as they possibly can about your family, because like said in the film, you may not have a whole lot of contact with people, but all of a sudden now, you've got somebody who's become your best friend. And they're going to sell, sell, sell as much as they possibly can, until you get wise, or bring in somebody else, or whatever to work with you or, you know, to provide advice. But, this is -- this is huge, and it's stopped a little bit, but I'm still getting, you know, I've taken -- one of the restaurants in Walden Creek, I've been in touch with their management.



**Professional Scammers.....
scamming for a “living”**

- ▶ Door to Door “Sales & Solicitors”
- ▶ Telemarketers
- ▶ On-line scammers
- ▶ The “expert” or “advisor”
- ▶ Living Trust Mills
- ▶ Medicare/Medical Eligibility Scams
- ▶ Prescription Drug Scams

7

They also go to senior centers, you know, their time on a -- like a program at a senior center and come in and pitch these products to the seniors, and the senior centers will, you know, they're looking for programs to put on their agenda, so they'll go ahead and book these people. Never really thinking that this is something they shouldn't be involved in. So, it's -- it's kind of horrific, but it happens. The other thing is the email. How many of you have email?

>> [Inaudible audience response].

>> Shirley Krohn: Tada. Almost everybody. How many of you have received something that looks really, really authentic? This one happens to say Bank of America, but they want to check my account. There's information or something that they say they need to -- do not under any circumstances, if you get anything from any financial institution, do not respond to it, because what will happen is when you respond, the person who sent this out knows they've got a live email address and they will continue to harp on you. If you've had this happen, you know what I'm talking about. But these come out often, and don't respond to anything that starts out with dearly beloved. Oh, Lordy. And this is coming from people usually offshore, and I know you all have received those kinds of things too, and they're all looking for somebody to take care of some account in the states, and -- all of it is bogus. You've got a delete button, use it.



Who Are Their Targets?





Lottery and Sweepstakes Scams

- ▶ On the phone
- ▶ In the mail
- ▶ On the computer





Investment Scams and Insurance Fraud

Don't go it alone!

- Take your time – don't be rushed
- Shop around and get another opinion
- Check with attorney and financial advisors
- Understand what you are getting into
- Check securities license with Dept. of Corporations





Computer Fraud

- Phishing
- Spoofing
- Nigerian Frauds
- Lottery and Grant Scams

Tip: DELETE! Don't Click on it!





Identity Theft

- ▶ Mail Theft
- ▶ Caregivers and housekeepers
- ▶ Dumpster diving (garbage and recycle bins)
- ▶ Shoulder surfers - don't let anyone crowd you or look over your shoulder as you write out a check or enter your pin numbers.
- ▶ Car burglary





Common Thefts, Frauds & Scams (*cont'd.*)

▶ Identity Theft

- Do not give personal information or SS# to anyone *who calls you* on the phone
- Guard your mail and personal info from theft
- Shred credit card offers and old financial documents
- Do not carry Social Security or Medicare card





Common Thefts, Frauds & Scams (*cont'd.*)

▶ Identity Theft

- Do not give personal information or SS# to anyone *who calls you* on the phone
- Guard your mail and personal info from theft
- Shred credit card offers and old financial documents
- Do not carry Social Security or Medicare card





BE WISE and BE AWARE!

Take charge:

- ▶ Plan ahead for your needs
 - Chose your POA's very carefully
- ▶ Shop around – don't be rushed into a deal!
- ▶ Check references for *anyone* you hire
- ▶ Hang up on telemarketers
- ▶ Shred junk mail and old financial documents
- ▶ Avoid Isolation
- ▶ Ask for help!
- ▶ Feel free to say NO.

After all...it's your money!





BE WISE and BE AWARE!

Take charge:

- ▶ Plan ahead for your needs
 - Chose your POA's very carefully
- ▶ Shop around – don't be rushed into a deal!
- ▶ Check references for *anyone* you hire
- ▶ Hang up on telemarketers
- ▶ Shred junk mail and old financial documents
- ▶ Avoid Isolation
- ▶ Ask for help!
- ▶ Feel free to say NO.

After all...it's your money!





Remember...

Be a good neighbor...

Early intervention results in loss prevention.

Don't mind your own business, report
suspected elder abuse!

CALL Adult Protective Services

1 800-675-8437

or

The POLICE - 911





Remember...

Be a good neighbor...

Early intervention results in loss prevention.

Don't mind your own business, report
suspected elder abuse!

CALL Adult Protective Services

1 800-675-8437

or

The POLICE - 911

