



# PREVENTING SENIOR FRAUD

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It's happened to you or a loved one. The devastating and heartbreaking loss of one's hard-earned money as the result of a scam. Here are some key steps to follow if a scam has occurred, according to a state attorney general's office and the Better Business Bureau: [Click Here](#) for helpful contacts and numbers for reporting.

## You Have Been Scammed-HELP!

- ⇒ **Call the Police:** File a police report in the area where the fraud took place. Make sure you get a copy of the police report, as you may need it to support your claim with creditors.
- ⇒ **Tell Someone:** When a person is scammed, many emotions come into play. Having the support of family or a trusted friend is helpful and provides a second set of eyes on the situation. Do not let the feeling of embarrassment cost you more financial loss.
- ⇒ **Close your accounts:** Close any accounts that may have been compromised or opened without consent. Notify each bank, creditor or company and follow up with them in writing. If there are fraudulent charges or debts on the account or if a new account has been opened, immediately file a fraud report with the banks fraud department. Be sure to create new PINs (Personal Identification Numbers) and passwords. REMEMBER: Contact Social Security and pension providers of the new accounts.
- ⇒ **Initiate a fraud alert:** Place a fraud alert on the credit file as well as obtain a credit report to review for unauthorized activity. This can prevent a thief from opening any more accounts in the senior adult's name. You should contact the three major credit bureaus. If you place a fraud alert with one credit bureau, that credit bureau is required by law to contact the other two bureaus. However, to help ensure the alert is included in the credit file as quickly as possible, you should contact all three credit bureaus immediately.
- ⇒ **File a federal complaint:** The Federal Trade Commission is the federal consumer protection agency. The FTC, in conjunction with the FBI, maintains an Identity Theft Data Clearinghouse. The FTC aids identity theft investigations by collecting complaints from victims and sharing the information with law enforcement agencies, credit bureaus, companies where the fraud took place, and other government agencies.
- ⇒ **Follow-up:** After a fraud alert is included in the credit report, you are entitled to receive a free credit report from each bureau. Request a copy every few months and review.

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Eye on your Brand is a consulting firm that identifies areas negatively impacting our clients profits. We then help create and implement proactive solutions to protect their assets and brand. Each member of our team donates time and our expertise to support the communities we live and work in through our Eye on our Communities program. [Click Here](#) to return to previous page.

## Preventing Fraud Resources

The following links are publicly accessible sites which provide additional information and resources. Eye on your Brand does not receive any payments, benefits, nor endorse any sites or products.

### AARP Foundation: Elderwatch

[Click Here](#) or call 1-800-222-4444 option 2

### Better Business Bureau (BBB)

Scam Tips: [Click Here](#)

File a Complaint: [Click Here](#)

Research a Business or Charity: [Click Here](#)

Search Local Scams: [Click Here](#)

Report A Scam: [Click Here](#)

### Credit Bureaus

Equifax: [Click Here](#) or call 1-888-766-0008

Experian: [Click Here](#) or call 1-888-397-3742

Transunion: [Click Here](#) or call 1-800-680-7289

### Major Credit Bureaus: Free Annual Credit Report:

[Click Here](#) or call 1-877-322-8228

### Consumer Financial Protection Bureau

[Click Here](#) or call 855-411-2372

### Federal Trade Commission (FTC)

[Click Here](#) or call 1-877-438-4338

Report Identity Theft: [Click Here](#)

### FTC Do Not Call Registry

[Click Here](#) or call 1-888-382-1222

### Social Security Administration

[Click Here](#) or call 1-800-269-0271

### U.S. Postal Service Inspector General

[Click Here](#) or call 1-888-877-7644

[Click Arrow](#) to return to  
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