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Jason Adams

Featured Hosts:
Lori McGee
Helen Supanich

Special Guests:
Toni Bacon,
Associate Deputy
Attorney General

Kathrina Peterson,
Office for Victims of
Crime Deputy Director



The U.S. Department of Justice National Elder Fraud Hotline To Assist Victims of Financial Fraud

June 17, 2020

*Note: This session will be recorded and posted on the Expert Q&A Past Sessions tab when available.
The audio for today's session will play through your computer speakers.*

Technical Overview

- If you are experiencing any technical issues with the audio for this session, please let us know in the Chat box.
- As with all technology, we may experience a momentary lapse in the webinar session. In the event of a problem, please be patient and remain on the line. If the problem persists, please contact our technical specialist, Kaila Hough, by emailing her at khough@ovcttac.org for technical assistance.
- Today's session will be recorded and made available on the OVC TTAC Expert Q&A website under the Past Sessions tab, along with a copy of the PowerPoint.

Introduction



**Toni Bacon,
Associate Deputy
Attorney General**



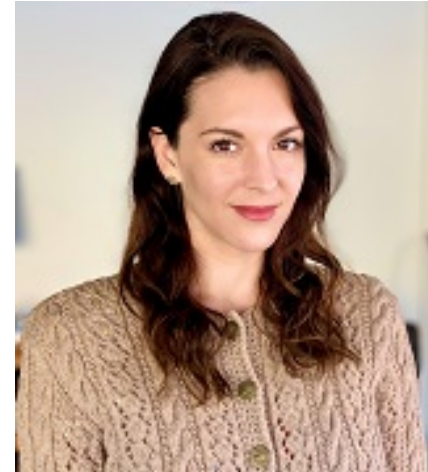
**Kathrina Peterson,
Office for Victims of
Crime Deputy Director**

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Featured Hosts



Lori A. McGee, M.A.



Helen Supanich, M.D.R.

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National Elder Fraud Hotline



**NATIONAL ELDER
FRAUD HOTLINE**
1-833-FRAUD-11
1-833-372-8311

Providing Help,
Restoring Hope

The **U.S. Department of Justice's National Elder Fraud Hotline**, managed by OVC, provides services to all adults aged 60 and older, who may be victims of financial fraud.

- *Phone:* 1-833-FRAUD-11 or 1-833-372-8311
- *Hours of Operation:* 6:00 a.m.–11:00 p.m., eastern time, 7 days a week
- *Website:* <https://www.justice.gov/stopelderfraud>

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General Questions

Can a victim remain anonymous when calling the hotline?

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General Questions

How are the hotline staff trained?

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General Questions

What is the referral process for the hotline?

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General Questions

How do you hand-off to local resources? Do you refer callers to law enforcement or adult protective services (APS)?

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General Questions

Can I make a complaint even though I am not a family member?

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General Questions

Is the hotline 24/7? Will the hotline link/refer individuals to their state/local resources?

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Marketing/ Outreach

How is the new hotline being promoted/marketed?

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Marketing/ Outreach

How will APS and law enforcement learn about this resource?

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Marketing/ Outreach

Can other organizations list the hotline on their resource lists?

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Marketing/ Outreach

Can another organization make referrals to the hotline?

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Resources

What resources are available to callers, including resources for those who have limited Internet access, or who are not tech- or Internet-savvy?

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Resources

Is there a system in place at the hotline to ensure that current and consistent resources are provided?

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Resources

What materials/resources are available to disseminate to older adults, the public, and professionals to spread awareness about elder fraud?

What other methods are available to those wanting to spread awareness/information pertaining to elder fraud?

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Resources

What advocacy can I provide to aid an older victim of financial abuse?

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Common Types of Fraud/Scams

What are the most common types of fraud that have been reported to the hotline? How can the hotline help?

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Common Types of Fraud/Scams

What steps should someone take if they suspect they are a victim of identity theft?

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Common Types of Fraud/Scams

How do we help older adults when they “voluntarily” send large sums of money to scammers (e.g., romance scams)?

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Common Types of Fraud/Scams

Is it more difficult dealing with cases where the offender is a family member or a stranger?

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Common Types of Fraud/Scams

What suggestions do you have to help prevent people from falling for scams?

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Common Types of Fraud/Scams

Has the hotline experienced any change in the types of fraud reported recently?

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Common Types of Fraud/Scams

What are the legal charges that an individual or business can face for financial fraud of older adults?

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Denial/ Disbelief

What is the best approach for trying to assist an older adult who does not believe that he/she is a victim of a scam/fraud?

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Denial/ Disbelief

What causes scammers to be so successful in deception, even when it comes to well-informed, savvy targets?

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Financial Support for Victims

What financial remedies/assistance are available to older adult victims of fraud?

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Financial Support for Victims

How often do older adult fraud victims recover funds that were lost due to fraud/scam?

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Resources

- Department of Justice
 - [Elder Justice Initiative](https://www.justice.gov/elderjustice)
(<https://www.justice.gov/elderjustice>)
 - [Federal Bureau of Investigation, Internet Crime Complaint Center](https://www.ic3.gov)
(<https://www.ic3.gov>)
 - [Office for Victims of Crime](https://www.ovc.gov)
(<https://www.ovc.gov>)
- Federal Trade Commission
 - [FTC Complaint Assistant](https://www.ftccomplaintassistant.gov)
(<https://www.ftccomplaintassistant.gov>)
 - [IdentityTheft.Gov](https://www.identitytheft.gov)
(<https://www.identitytheft.gov>)
- Administration for Community Living
 - [National Center on Elder Abuse](https://ncea.acl.gov)
(<https://ncea.acl.gov>)
 - [National Center on Law and Elder Rights](https://ncler.acl.gov)
(<https://ncler.acl.gov>)
 - [Eldercare Locator](https://eldercare.acl.gov)
(<https://eldercare.acl.gov>)

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Next Month

Topic: Non-Fatal Strangulation: Recognizing the Injuries and Connecting Victims to Care

Date: July 15, 2020

Featured Hosts: Gael Strack and Michelle Morgan

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Before You Leave...

Download a **certificate of attendance** for today's session from our Downloads pod.

For more **resources related to this topic**, please see the Additional Links pod.

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Thank You!

If your question was not addressed in this session, you can send your question to our hosts or request additional information by email:

elderfraud@ovcttac.org

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