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.
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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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](https://www.justice.gov/stopelderfraud)

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Can a victim remain anonymous when calling the hotline?

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How are the hotline staff trained?

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What is the referral process for the hotline?

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

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

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

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How is the new hotline being promoted/market ed?

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Marketing/Outreach

How will APS and law enforcement learn about this resource?

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Can other organizations list the hotline on their resource lists?

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

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

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

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

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

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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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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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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)
  • Federal Bureau of Investigation, Internet Crime Complaint Center (https://www.ic3.gov)
  • Office for Victims of Crime (https://www.ovc.gov)
• Federal Trade Commission
  • FTC Complaint Assistant (https://www.ftccomplaintassistant.gov)
  • IdentityTheft.Gov (https://www.identitytheft.gov)
• Administration for Community Living
  • National Center on Elder Abuse (https://ncea.acl.gov)
  • National Center on Law and Elder Rights (https://ncler.acl.gov)
  • Eldercare Locator (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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